

Investor Journey



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Investor Journey

Scheduled National Air Carrier



Introduction

1. Introduction

The purpose of this section is to provide an overview description of the Scheduled National Air Carrier Investor Journey in addition to its objectives. This will aid the airlines in understanding the investor journey being covered and what goals it aims to achieve through the following main sections

- **Objectives and Goals:** The purpose of this section is to provide explanation into the licensing process for the Scheduled National Air Carrier.
- **Key Definitions:** The purpose of this section is to define the terms that are being used as part of the process and procedure maps.
- **Investor Journey Summary:** The purpose of this section is to provide a summary view of the whole licensing process which will aid the reader to digest the relation between the sectors within the overall process and how they interact with each other.

1. Objectives and Goals

The purpose of the Scheduled National Air Carrier investor journey is to provide a clear understanding of the licensing process. This document essentially acts as a comprehensive guide for Scheduled National Air Carriers to navigate the complex regulatory landscape, ensuring airlines that seek to operate to, from or within Saudi Arabia to adhere to the utmost licensing requirements across the Economic, Safety, Security and Air Transport sectors.

The main goals are:

- **Transparency:** To provide a clear and transparent framework that outlines the requirements, steps, and timelines involved in obtaining a license to operate as a Scheduled National Air Carrier. This ensures that all potential and existing air carriers understand the regulatory environment and what is expected of them.
- **Regulatory Compliance:** To ensure that all air carriers meet the safety, security, and operational standards required by General Authority of Civil Aviation.
- **Standardization:** To standardize the process for licensing across the board, ensuring fairness and consistency in how air carriers are evaluated and licensed. This helps in maintaining a level playing field among operators.
- **Facilitation of Economic Growth:** By streamlining the licensing process, the document aims to support the growth of the aviation sector, encouraging investment and the development of new services that contribute to the national economy.
- **Educational Tool:** To serve as an educational resource for stakeholders, including potential investors, current operators, and regulatory staff, enhancing their understanding of the licensing process and regulatory requirements.



1.2 Definitions & Acronyms

Definitions	Description
GACA's Invitation	GACA announces the invitation to interested parties to apply for obtaining an Economic License for a Scheduled National Air Carrier to engage in scheduled air transport activities.
Scheduled National Air Carrier	Flag Air Carriers in Saudi Arabia, applying to operate scheduled air transport in the Kingdom.
Economic Policies and Logistics Services Sector	Sector develops and implements policies and regulations that foster economic growth, ensure a competitive market environment , and align with broader national economic goals.
Air Transport and Cooperation International	Sector focuses on fostering international partnerships and agreements to facilitate air transport growth and ensure compliance with aviation standards.
Aviation Safety and Environmental Sustainability	Sector oversees and ensures compliance with the safety standards of aviation operations within Saudi Arabia, ensuring that they meet both national and international guidelines.
Aviation Security	Sector ensures compliance with security requirements of all aviation operations within Saudi Arabia.
National Air License Carrier	License required for airlines of Scheduled Passenger/Cargo by the Economic Policies and Logistics Services Sector.
Air Operator Certificate	Certificate required by the Aviation Safety and Environmental Sustainability Sector to ensure safety requirements for airlines following requirements of GACAR part 121.
Security Program	Aircraft Operator Security Program ensures applicable requirements of their National Civil Aviation Security Program (NCASP) are adhered to.
Flight Authorization	Authorization provided to airlines by the Air Transport and International Cooperation allowing for commercial operations.
AOC	Air Operator Certificate
AOSP	Aircraft Operator Security Program
GACA	General Authority of Civil Aviation
OpSpecs	Operations Specification outlines the specific operations an airline is authorized to conduct
PASI	Pre-Application Statement of Intent



Process Model and Description

2. Process Model and Description

The Scheduled National Air Carrier Investor Journey contains four licensing requirements:

- **Scheduled National Air Carrier License**
 - **Air Operator Certificate (AOC)**
 - **Security Program**
 - **Flight Authorization**
-
- **Scheduled National Air Carrier License:** License designed to ensure that airlines meet comprehensive regulatory and financial requirements before commencing operations. The purpose of this license is to foster a competitive yet controlled market environment and to obtain this license, carriers must demonstrate their financial stability, with proof of their ability to sustain operations for 24 months post- launch and submit a detailed business plan for the first two years highlighting financial commitments beyond the airline's direct activities.
 - **Air Operator Certificate:** An Air Operator Certificate (AOC) is a critical regulatory document issued to an air operator by GACA signifying that the operator has met all regulatory requirements and is deemed fully capable of conducting safe operations. This certification process involves a thorough assessment, including the correction of any unsatisfactory items and a demonstration of the applicant's ability to comply with GACAR Part 121 on a continuous basis. The AOC is granted when the operator has demonstrated a comprehensive understanding of their responsibilities under these regulations and shown their capacity to operate safely.
 - **Security Program:** The security program is developed in compliance with national and international regulations, such as those set by GACA and the International Civil Aviation Organization (ICAO).
 - **Flight Authorization (Commercial operations):** The commercial flight authorization process mandates requirements by Air Transport and International Cooperation sector related to flight schedules.



2.0 Summary Process Model

GACA announces the invitation to interested parties to apply for obtaining an Economic License for a Scheduled National Air Carrier to engage in scheduled air transport activities. Scheduled National Air Carrier is required to adhere to the process and requirements, with steps dependent on the specific planned operations.

Related documents	<ul style="list-style-type: none">GACA eBook Volume 3GACAR Part 121GACAR Part 119GACAR Part 109	Requirements	<ul style="list-style-type: none">Appendix 1Appendix 2Appendix 3
Timeline	7-13 months	Cost	Scheduled – 700,000 ج.د



#	Task	Description	Stakeholder	Requirements
1	Application to be allowed to operate in KSA	Scheduled National Air Carrier submits a formal application, outlining the intent to operate as carrier for Scheduled Passengers or Cargo or Operational Lease of Aircraft (excluding Wet Lease) within KSA. This includes providing detailed business plans, financial records, and proposed operational details along with all requirements	Economic Policies and Logistics Services Sector	-
2	Scheduled National Air Carrier License	Economic sector processes the license based on the economic requirements specified by GACA. This license is a prerequisite for obtaining further operational permissions	Economic Policies and Logistics Services Sector	Appendix 1
3	Air Operator Certificate (GACAR 121)	Aviation Safety start working on the AOC, during which the applicant has 5 phases of the certification process which are rigorously reviewed by GACA for compliance with safety and operational standards	Aviation Safety and Environmental Sustainability	Appendix 2
4	Security Program	Air Carrier develops and submits a comprehensive security program that meets GACA's aviation security requirements This program is essential for ensuring the security of future flight operations	Aviation Security	-
5	Flight Authorization (commercial operations)	Airline applies for authorization to operate its intended commercial flights and seeks approval based on provided flight schedules and other requirements	Air Transport and International Cooperation	Appendix 3
6	Approval received	Applicant will receive the notification, after a successful review and satisfaction of all regulatory requirements by GACA, closing the certification process, allowing the airline to legally commence commercial operations	Scheduled National Carrier	-



2.1 Process Model – Add route

Scheduled National Air Carrier is required to adhere to the requirements applied by GACA and submit an adding route request through the Economic Policies and Logistics Services Sector via

ECO-LICENSING@gaca.gov.sa



2.2 Process Model – Cancel route

Scheduled National Air Carrier is required to adhere to the requirements applied by GACA and submit a route cancelation request through the Economic Policies and Logistics Services Sector via

ECO-LICENSING@gaca.gov.sa



FAQs

3. FAQs

Question 1: What is the first step for the Scheduled National Air Carrier certification and who do I contact?

Answer: Economic licensing Department (For applying for an economic license):

- Email: ECO-LICENSING@gaca.gov.sa

Investor Services Department (For investors' enquiries):

- Email: inv-services@gaca.gov.sa

General Administration for Beneficiary Care Department:

- Email: 1929@gaca.gov.sa
- Free contact number: 1929
- Outside KSA: 00966115253333
- Central : 0115253333
- X: @gacacare

Question 2: What is the total licensing cost and how do I process the payment?

Answer: Current Scheduled National Air Carrier cost for the above-mentioned licenses will estimate to 700,000 Saudi Riyal, while currently there is no renewal fees. All service payments are processed through a payment transfer provided to the applicant.

Question 3: How long it will take until I am able to operate as a Scheduled National Air Carrier?

Answer: The timeline depends on several factors, including the applicant's readiness, requirement understanding and the speed at which documents are provided to GACA by the applicant, however the process should not take longer than 7-13 months.

Question 4: Can I collect the original license?

Answer: Licenses will be provided to the applicant in a hard copy.

3. FAQs

Question 5: How long is my License valid for?

Answer: Validity depends on the license, approval or certificate:

- Scheduled National Air Carrier Economic License: 5 years
- Air Operator Certificate (AOC): 1 year
- Security Program: 1 year
- Flight Authorization: One-time or 1 year



Appendix

4. Appendix

1. Appendix 1 – Scheduled National Air Carrier License (Economic)

Requirements

- Fill out the activity application form.
- Submit the company's articles of association (AOA).
- Provide a valid commercial register.
- Provide proof of the national address.
- The ownership of the carrier must be more than 50% owned by Saudi citizens and under their and under their effective control.
- Demonstrate financial eligibility, including the ability to meet financial obligations for the 24 months following the start of operations.
- Submit a business plan for at least the first two years, detailing financial commitments related to any other direct or indirect business activities.
- Provide evidence of insurance coverage according to the minimum requirements outlined in the economic regulations for air transport services.
- Submit evidence of ownership or leasing of one or more aircraft, whether owned or leased without a crew.
- Submit an audited copy of the company's financial statements for the past three years.
- Provide evidence of compliance with the economic license fee.

2. Appendix 2 – Air Operator Certificate (AOC)

Requirements

- Safety Management System (Volume 2)
- Conduct of training programs (classroom, flight simulators, and aircraft training) (Volume 4, Chapter 21)
- Airmen testing and certification (airmen, crew members, and dispatchers, as applicable) (Volume 9)
- Station facilities (equipment, procedures, and personnel) (Volume 4, Chapter 5), to include:
 - Main maintenance base
 - Line station facilities
 - Outsource maintenance facilities
- Recordkeeping procedures (documentation of training, flight and duty times, and flight papers) (Volume 4, Chapter 11)



- Operational control (dispatch capabilities)
- Approved maintenance program procedures (Volume 4, Chapters 3)
- Maintenance activities (facilities, personnel, technical information, and spare parts) (Volume 4, Chapter 5)
- Aircraft (conformity inspection and aircraft maintenance records) (Volume 4, Chapters 3 & 5)
- Minimum Equipment Lists (MEL) and Configuration Deviation Lists (CDL) (compliance with GACA-approved operations manual/flight manual maintenance procedures, if applicable) (Volume 5, Chapter 4)
- Mass and balance control, if applicable (procedures, accuracy, document control) (Volume 4, Chapter 13)
- Emergency evacuation and ditching demonstrations (if applicable) (Volume 4, Chapter 26)
- Aircraft proving tests (Volume 4, Chapter 17)

Conditions:

- Complete the application, documents and necessary documents according to the relevant evidence and regulations
- Pledge of Commitment to Submit Application (PASI)
- Required company documents
- List of proposed operational specifications
- Schedule of events
- SMS
- Compliance statement
- Operational manuals
- Operational control (dispatch capabilities)
- Training programs and curricula
- The initial training program for examining the experimental staff
- Purchasing documents, contracts and/or commitment letters
- External contracting agreements
- Aircraft lease statement or proof of ownership
- List of current aircraft equipment
- Aircraft records form
- Economic license
- Status of evidence regarding the transport of hazardous materials by air
- State of the evidence for the use of psychoactive substances
- Status of the security program
- Summary template for qualifications for administrative positions



4.3 Appendix 3 – Flight Authorizations (Commercial operations)

Requirements

- Official letter request to the GM of Air Transport and International Cooperation sector, including the targeted domestic and international airports along with the weekly frequency
- Flight schedule
- (APP/PNR)
- Valid AOC (Air Operator Certificate) along with aircraft listing (D.85/A.28)
- Valid AOSP (Air Operator Security Program)
- Valid Economic License
- Confirmed Time Slots



Investor Journey

Unscheduled National Air Carrier

On-Demand Air Carrier



Introduction

1. Introduction

The purpose of this section is to provide an overview description of the Unscheduled National Air Carrier and On-Demand Carrier Investor Journey process in addition to its objectives. This will aid the reader in understanding a definition of the process being covered & what goals it aims to achieve through the following main sections:

- **Objectives and Goals:** The purpose of this section is to define the process objectives and the goals that the On-Demand Carrier process aims to achieve.
- **Key Definitions:** The purpose of this section is to define the terms that are being used as part of the process and procedure maps.
- **Investor Journey Summary:** The purpose of this section is to provide a summary view of the whole licensing process which will aid the reader to digest the relation between the sectors within the overall process and how they interact with each other.
- **Objectives and Goals**

The purpose of the Unscheduled National Air Carrier and On-Demand Carrier Investor Journey is to provide a clear understanding of the licensing process. This document essentially acts as a comprehensive guide for Unscheduled National Air Carrier and On-Demand Carriers to navigate the complex regulatory landscape, ensuring airlines that seek to operate to, from or within Saudi Arabia to adhere to the utmost licensing requirements across the Economic, Safety, Security and Air Transport sectors.

The main goals are:

- **Transparency:** To provide a clear and transparent framework that outlines the requirements, steps, and timelines involved in obtaining a license to operate as an Unscheduled National Air Carrier and On-Demand Carrier. This ensures that all potential and existing air carriers understand the regulatory environment and what is expected of them.
- **Regulatory Compliance:** To ensure that all air carriers meet the safety, security, and operational standards required by General Authority of Civil Aviation.
- **Standardization:** To standardize the process for licensing across the board, ensuring fairness and consistency in how air carriers are evaluated and licensed. This helps in maintaining a level playing field among operators.
- **Facilitation of Economic Growth:** By streamlining the licensing process, the document aims to support the growth of the aviation sector, encouraging investment and the development of new services that contribute to the national economy.
- **Educational Tool:** To serve as an educational resource for stakeholders, including potential investors, current operators, and regulatory staff, enhancing their understanding of the licensing process and regulatory requirements.



1.2 Definitions & Acronyms

Definitions	Description
Unscheduled National Air Carrier / On-Demand Air Carrier	Air Carriers operating in Saudi Arabia, applying to operate non-scheduled flights for both passengers and cargo.
Unscheduled National Air Carrier / On-Demand Air Carrier	Air Carriers established in Saudi Arabia seeking to provide non-scheduled transport by air of passengers, mail and/or cargo for remuneration and/or hire, using normal category aircraft or transport category aircraft in VIP configuration, where the entire planeload capacity has been contracted by a single undertaking and not sold to another party.
Economic Policies and Logistics Services Sector	Sector develops and implements policies and regulations that foster economic growth, ensure a competitive market environment, and align with broader national economic goals.
Air Transport and International Cooperation	Sector focuses on fostering international partnerships and agreements to facilitate air transport growth and ensure compliance with aviation standards.
Aviation Safety and Environmental Sustainability	Sector oversees and ensures compliance with the safety standards of aviation operations within Saudi Arabia, ensuring that they meet both national and international guidelines.
Aviation Security	Sector ensures compliance with security requirements of all aviation operations within Saudi Arabia.
Unscheduled National Air Carrier / On-Demand Air Carrier License	License required for airlines of Unscheduled Passenger/ Cargo operations, General Aviation Aircraft and Transport Category Aircraft or Commuter Category Aircraft by the Economic Policies and Logistics Services Sector.
Air Operator Certificate	Certificate required by the Aviation Safety and Environmental Sustainability to ensure safety requirements for airlines following requirements of GACAR part 135, part 121.
Security Program	Aircraft Operator Security Program ensures applicable requirements of their National Civil Aviation Security Program (NCASP) are adhered to.
Hajj and Umrah Transport Approval	Clearance issued to charter flights to operate during Hajj and Umrah season.
Flight Authorization	Authorization provided to airlines/operators by the Air Transport and International Cooperation allowing for commercial/non-commercial operations.
AOC	Air Operator Certificate
AOSP	Aircraft Operator Security Program
GACA	General Authority of Civil Aviation
OpSpecs	Operations Specification outlines the specific operations an airline is authorized to conduct.
PASI	Pre-Application Statement of Intent



Process Model and Description

2. Process Model and Description

The Unscheduled National Air Carrier and On-Demand Carrier Investor Journey has five process models:

- **Unscheduled National Air Carrier License & On-Demand Carrier License**
- **Air Operator Certificate**
- **Security Program**
- **Hajj and Umrah Transport Approval**
- **Flight Authorization**
- **Unscheduled National Air Carrier License & On-Demand Air Carrier License:** License designed to ensure that airlines meet comprehensive regulatory and financial requirements before commencing operations. The purpose of this copy of the company's financial statements is to foster a competitive yet controlled market environment and to obtain this license, carriers must demonstrate their financial stability by providing an audited financial statements for the past three years and submit a detailed business plan for the first two years highlighting financial commitments beyond the airline's direct activities.
- **Air Operator Certificate:** An Air Operator Certificate (AOC) is a critical issued to an air operator by GACA signifying that the operator has met all regulatory requirements and is deemed fully capable of conducting safe operations. This certification process involves a thorough assessment, including the correction of any unsatisfactory items and a demonstration of the applicant's ability to comply with GACAR Part 135 or 121 on a continuous basis. The AOC is granted when the operator has demonstrated a comprehensive understanding of their responsibilities under these regulations and shown their capacity to operate safely.
- **Security Program:** The security program is developed in compliance with national and international regulations, such as those set by GACA and the International Civil Aviation Organization (ICAO).
- **Hajj and Umrah Transport Approval:** GACA oversees the air transport for Hajj and Umrah pilgrimages, including flight approvals during the season, to ensure the safety and efficiency of these flights
- **Flight Authorization (Commercial operations / Private operations):** The flight authorization process mandates requirements by Air Transport and International Cooperation sector related to flight schedules.



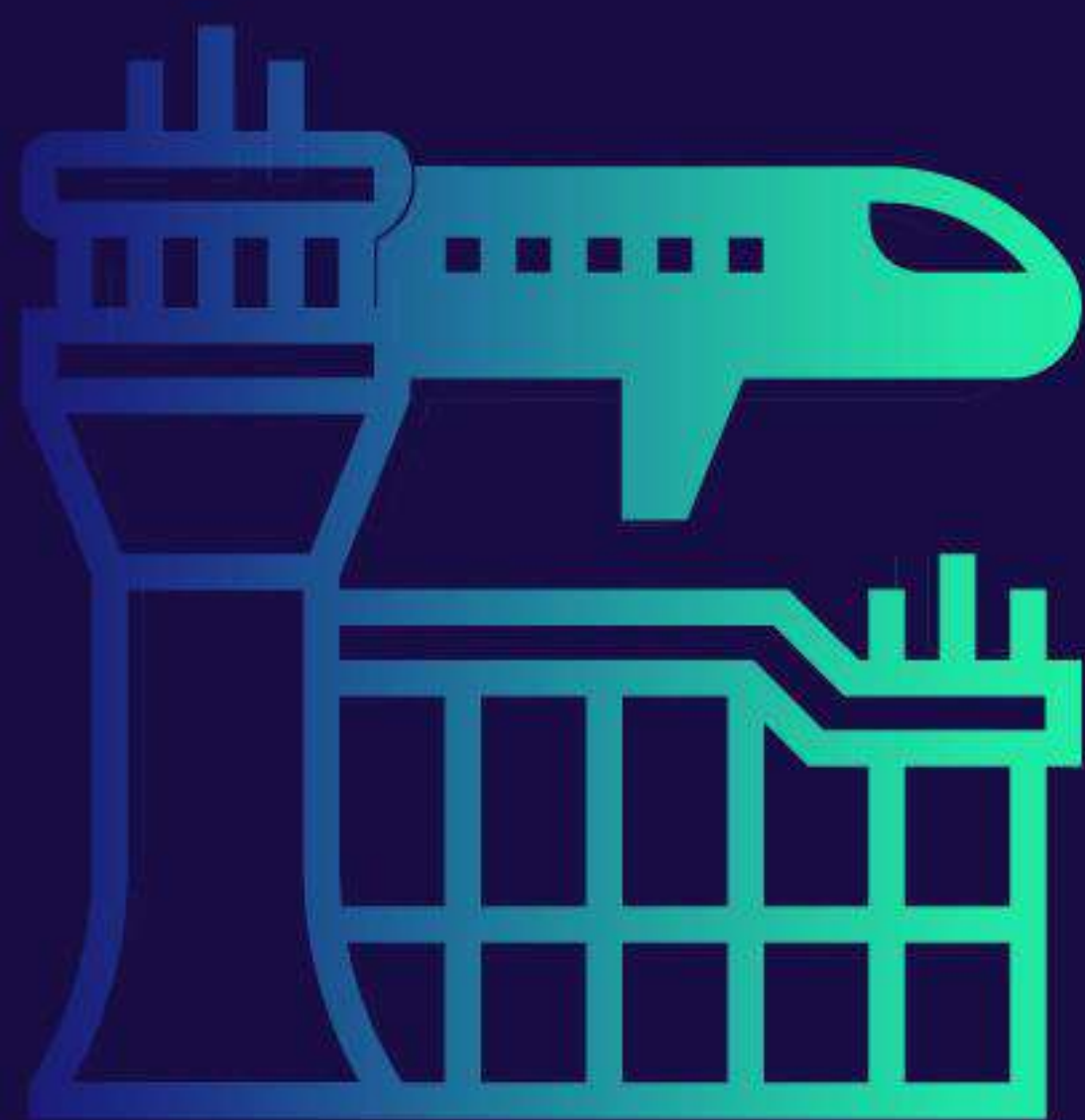
2.0 Summary Process Model

Unscheduled National Air Carrier and On-Demand Air Carrier is required to adhere to the process and requirements, with steps dependent on the specific planned operations.

Related documents	<ul style="list-style-type: none">GACA eBook Volume 3GACAR Part 121GACAR Part 135GACAR Part 119	Requirements	<ul style="list-style-type: none">Appendix 1Appendix 2Appendix 3Appendix 4
Timeline	7-13 months	Cost	Unscheduled National Air Carrier - 500,000 ج.د. On-Demand Air Carrier - 300,000 ج.د.



#	Task	Description	Stakeholder	Requirements
1	Application to be allowed to operate in KSA	Unscheduled National Air Carrier and On-Demand Air Carrier will submit a formal application, outlining the intent to operate non-scheduled Passengers or Cargo, General Aviation Aircraft and Transport Category Aircraft or Commuter Category Aircraft by the Economic Policies and Logistics Services Sector within KSA. This includes providing detailed business plans, financial records, and proposed operational details	Unscheduled National Air Carrier / On-Demand Air Carrier	-
2	Unscheduled National Air Carrier License / On-Demand Air Carrier License	License reviewed based on the economic requirements specified by GACA. This license is a prerequisite for obtaining further operational permissions	Economic Policies and Logistics Services Sector	Appendix 1, 2
3	Air Operator Certificate (GACAR 121 /135)	License approved by the safety team, during which the applicant has 5 phases of the certification process which are rigorously reviewed by GACA for compliance with safety and operational standards	Aviation Safety and Environmental Sustainability	Appendix 3
4	Security Program	Develop and submit a comprehensive security program that meets GACA's aviation security requirements. This program is essential for ensuring the security of future flight operations	Aviation Security	-
5	Hajj and Umrah Transport Approval	Air Carrier applies for the authorization to transport passengers for Hajj and Umrah pilgrimages. This approval is required for airlines that plan to offer flights during Hajj and Umrah seasons	Air Transport and International Cooperation	Appendix 4
6	Flight Authorization commercial / private operations	Airline applies for authorization to operate its intended commercial flights and seeks approval based on provided flight schedules and other requirements	Air Transport and International Cooperation	Appendix 5
7	Approval received	After successful review and satisfaction of all regulatory requirements, applicant will receive the notification, closing the certification process, allowing the airline to legally commence operations	Unscheduled National Air Carrier / On-Demand Air Carrier	-



FAQs



3. FAQs

Question 1: What is the first step for the Unscheduled National Air Carrier /On-Demand Air Carrier certification and who do I contact?

Answer: Economic licensing Department (For applying for an economic license):

- Email: ECO-LICENSING@gaca.gov.sa

Investor Services Department (For investors' enquiries):

- Email: inv-services@gaca.gov.sa

General Administration for Beneficiary Care Department:

- Email: 1929@gaca.gov.sa
- Free contact number: 1929
- Outside KSA: 00966115253333
- Central : 0115253333
- X: @gacacare

Question 2: What is the total licensing cost and how do I process the payment?

Answer: Current Unscheduled National Air Carrier cost 500,000 Saudi Riyal (un-scheduled operations GACAR 121), and current On-Demand Air Carrier cost 300,000 Saudi Riyal (GACAR 121 or 135), with no renewal fees, only the flight authorization of 200 Saudi Riyal (each flight) or 20,000 Saudi Riyal (annual permit). All service payments are processed through a payment transfer.

Question 3: How long does it will take until I am able to operate as an Unscheduled National Air Carrier and On-Demand Air Carrier?

Answer: The timeline depends on several factors, including the applicant's readiness, requirement understanding and the speed at which documents are provided to GACA by the applicant, however the process should not take longer than 7-13 months.

Question 4: Can I collect the original Licenses?

Answer: Licenses will be provided to the applicant in a hard copy.

3. FAQs

Question 5: How long is my License valid for?

Answer: Validity depends on the license, approval or certificate:

- Unscheduled National Air Carrier Economic License / On-Demand Air Carrier Economic License: 5 years
- Air Operator Certificate (AOC): 1 year
- Security Program: 1 year
- Hajj and Umrah Transport Approval: Seasonal
- Flight Authorization: One-time or 1 year



Appendix



4. Appendix

4.1 Appendix 1 – On-Demand Air Carrier License (Economic)

Requirements:

- Fill out the activity-specific application form.
- Submit the company's articles of association (AOA).
- Provide a valid commercial registration.
- Confirm the national address.
- Submit an audited copy of the company's financial statements for the past three years.
- Present a business plan for the first two years of operations.
- Provide evidence of financial status and liquidity, with a capital of not less than 500,000 Saudi Riyals.
- Submit proof of insurance coverage for the minimum required amount according to Article fifteen of the Economic Regulation for Air Transport Services.
- Provide proof of payment for the economic license fee.

4.2 Appendix 2 – Unscheduled National Air Carrier License (Economic)

Requirements:

- Fill out the activity-specific application form.
- Submit the company's articles of association (AOA).
- Provide a valid commercial registration.
- Confirm the national address.
- Submit an audited copy of the company's financial statements for the past three years.
- Present a business plan for the first two years of operations.
- The ownership of the carrier should be subject to Saudi citizens by more than 50% and under their effective control.
- Submit proof of insurance coverage for the minimum required amount according to Article fifteen of the Economic Regulation for Air Transport Services.
- Submit proof of fleets lists, whether owned or dry/wet leased aircraft.
- Provide proof of payment for the economic license fee.

4. Appendix

4.3 Appendix 3 – Air Operator Certificate (AOC)

Requirements:

- Safety Management System (Volume 2)
- Conduct of training programs (classroom, flight simulators, and aircraft training) (Volume 4, Chapter 21)
- Airmen testing and certification (airmen, crew members, and dispatchers, as applicable) (Volume 9)
- Station facilities (equipment, procedures, and personnel) (Volume 4, Chapter 5), to include:
 - Main maintenance base
 - Line station facilities
 - Outsource maintenance facilities
- Recordkeeping procedures (documentation of training, flight and duty times, and flight papers) (Volume 4, Chapter 11)
- Operational control (dispatch capabilities)
- Approved maintenance program procedures (Volume 4, Chapters 3)
- Maintenance activities (facilities, personnel, technical information, and spare parts) (Volume 4, Chapter 5)
- Aircraft (conformity inspection and aircraft maintenance records) (Volume 4, Chapters 3 & 5)
- Minimum Equipment Lists (MEL) and Configuration Deviation Lists (CDL) (compliance with GACA-approved operations manual/flight manual maintenance procedures, if applicable) (Volume 5, Chapter 4)
- Mass and balance control, if applicable (procedures, accuracy, document control) (Volume 4, Chapter 13)
- Emergency evacuation and ditching demonstrations (if applicable) (Volume 4, Chapter 26)
- Aircraft proving tests (Volume 4, Chapter 17)



Conditions:

- Complete the application, documents and necessary documents according to the relevant evidence and regulations
- Pledge of Commitment to Submit Application (PASI)
- Required company documents
- List of proposed operational specifications
- Schedule of events
- SMS
- Compliance statement
- Operational manuals
- Training programs and curricula
- The initial training program for examining the experimental staff
- Purchasing documents, contracts and/or commitment letters
- External contracting agreements
- Aircraft lease statement or proof of ownership
- List of current aircraft equipment
- Aircraft records form
- Economic license
- Status of evidence regarding the transport of hazardous materials by air
- State of the evidence for the use of psychoactive substances
- Status of the security program
- Summary template for qualifications for administrative positions

4.4 Appendix 4 – Hajj and Umrah Transport Approval

Requirements to operate Hajj flights :

- Official Letter
- Flights Schedule
- AAD-101 Form
- Acceptance of Security Program (AOSP)
- Foreign Operator Authorization (FOA)
- Bank Guarantee (Returning Pilgrims)
- Bank Guarantee (Housing and Catering Expenses)
- Air Carrier Representatives Information Form
- Certificate of connection with the Passengers Registration System (APP/PNR) from The National Travelers Security Center (NTC)



The requirements to operate Umrah flights:

- Official Letter
- Flights Schedule
- (AAD-101) Form
- Acceptance of Security Program (AOSP)
- Foreign Operator Authorization (FOA)
- Bank Guarantee (Returning Pilgrims)
- Air Carrier Representatives Information Form
- Certificate of connection with the Passengers Registration System (APP/PNR) from The National Travelers Security Center (NTC)

4.5 Appendix 5 – Flight Authorizations (Commercial/private operations)

Flight Authorization (commercial operations) required documents:

- Official letter request to the GM of Air Transport in Air Transport and International Cooperation sector, including the targeted domestic and international airports along with the weekly frequency
- Flight schedule
- (APP/PNR)
- Valid AOC (Air Operator Certificate) along with aircraft listing (D.85/A.28)
- Valid AOSP (Air Operator Security Program)
- Valid Economic License
- Confirmed Time Slots

Flight Authorization – single permit (private operations) required documents:

- Operator information (contact number, address, etc.)
- Aircraft information (registration, airworthiness certificate, noise certificate, radio license, insurance)
- Flight details
- Route details
- AOC along with D.85

Flight Authorization – annual permit (private operations) required documents:

- Operator information (contact number, address, etc.)
- Aircraft information (registration, airworthiness certificate, noise certificate, radio license, insurance)
- AOC along with D.85



Applicable forms

5. Applicable forms

5.1 Hajj and Umrah Transport Approval

GACA
الهيئة العامة للطيران المدني
General Authority of Civil Aviation

قطاع السياسات الاقتصادية والتعاون الدولي
Economic Policies and International
Cooperation Sector

**Information required to be fulfilled for
Operation of Charter Flights for Hajj or Umrah
From: AAD-101 for ☐ Hajj ☐ Umrah**

(1) Air Carrier Name:		
(2) Air Carrier Code:	IATA:	ICAO:
(3) Address:	Phone:	E-Mail:
Principal Place of Business:		
Date of Operation (Startedz):		
(4) Air Carrier Ownership:		
(5) Air Carrier Fleet Size:		
Ownership of the Fleet (Owned by the Air Carrier/Leased):		
(6) Lessor Name:		
Principal Place of Business:		
(7) Operator/Agent Name:		
Address:		
Phone:	Fax:	E-Mail:
(8) Airworthiness Oertificates of A/C:		
(9) Air Carrier Operator Certificate:		
(10) Beginning Flights from (00/00/2024) To (00/00/2024):		
(11) Flights and Number of Expected Operating Flights and Passengers: <input type="checkbox"/> MED () Flights, () PAX / <input type="checkbox"/> JED () Flights () PAX		
(12) Official Agent in Kingdom:		
(13) Total Amount of Bank Guarantee: () Hajj <input type="checkbox"/> Umrah <input type="checkbox"/>		
Bank Name:		
(14) Name of the Ground Handling Agent in Airport:		Date of Validity:

I understand that all above mentioned are authentic, verified and signed:

Name:	Signature:	Date:	Official Seal:
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Investor Journey

Foreign Air Carrier



Introduction



1. Introduction

The purpose of this section is to provide an overview description of the Foreign Air Carrier Investor Journey process in addition to its objectives. This will aid the reader in understanding a definition of the process being covered & what goals it aims to achieve through the following main sections:

- **Objectives and Goals:** The purpose of this section is to define the process objectives and the goals that the Foreign Air Carrier process aims to achieve.
- **Key Definitions:** The purpose of this section is to define the terms that are being used as part of the process and procedure maps.
- **Investor Journey Summary:** The purpose of this section is to provide a summary view of the whole licensing process which will aid the reader to digest the relation between the sectors within the overall process and how they interact with each other.

1. Objectives and Goals

The purpose of the Foreign Air Carrier Investor Journey is to provide a clear understanding of the licensing process. This document essentially acts as a comprehensive guide for Foreign Air Carriers to navigate the complex regulatory landscape, ensuring airlines that seek to operate to, from or within Saudi Arabia to adhere to the utmost licensing requirements across the Economic, Safety, Security and Air Transport sectors.

The main goals are:

- **Transparency:** To provide a clear and transparent framework that outlines the requirements, steps, and timelines involved in obtaining a license to operate as a Foreign Air Carrier. This ensures that all potential and existing air carriers understand the regulatory environment and what is expected of them.
- **Regulatory Compliance:** To ensure that all air carriers meet the safety, security, and operational standards required by General Authority of Civil Aviation.
- **Standardization:** To standardize the process for licensing across the board, ensuring fairness and consistency in how air carriers are evaluated and licensed. This helps in maintaining a level playing field among operators.
- **Facilitation of Economic Growth:** By streamlining the licensing process, the document aims to support the growth of the aviation sector, encouraging investment and the development of new services that contribute to the national economy.
- **Educational Tool:** To serve as an educational resource for stakeholders, including potential investors, current operators, and regulatory staff, enhancing their understanding of the licensing process and regulatory requirements.



1.2 Definitions & Acronyms

Definitions	Description
Foreign Air Carrier	Foreign Air Carriers applying to operate to or from Saudi Arabia.
Economic Policies and Logistics Services	Sector develops and implements policies and regulations that foster economic growth, ensure a competitive market environment, and align with broader national economic goals.
Air Transport and International Cooperation	Sector focuses on fostering international partnerships and agreements to facilitate air transport growth and ensure compliance with aviation standards.
Aviation Safety and Environmental Sustainability	Sector oversees and ensures compliance with the safety standards of aviation operations within Saudi Arabia, ensuring that they meet both national and international guidelines.
Aviation Security	Sector ensures compliance with security requirements of aviation operations within Saudi Arabia.
Foreign Air Carrier License	License required for foreign airlines (for scheduled operations) by the Economic Policies and Logistics Services Sector.
Foreign Air Carrier Approval	Approval required for foreign airlines (for operations during Hajj and Umrah seasons) by the Economic Policies and Logistics Services Sector.
Foreign Air Carrier Authorization	Authorization required by the Aviation Safety and Environmental Sustainability to ensure safety requirements for foreign airlines following requirements of GACAR part 129.
Security Program	Aircraft Operator Security Program ensures applicable requirements are adhered to by the airline.
Hajj and Umrah Transport Approval	Approval issued to unscheduled/charter flights to operate during Hajj and Umrah season.
Flight Authorization	Authorization provided to airlines by the Air Transport and International Cooperation allowing for commercial operations.
FAOC	Foreign Air Operator Certificate
AOSP	Aircraft Operator Security Program
GACA	General Authority of Civil Aviation

Process Model and Description



2. Process Model and Description

The Foreign Air Carrier Investor Journey has five process models:

- **Foreign Air Carrier License (Scheduled)**
 - **Foreign Air Carrier Approval (Hajj & Umrah)**
 - **Foreign Air Carrier Authorization**
 - **Security Program**
 - **Hajj and Umrah Transport Approval**
 - **Flight Authorization**
- **Foreign Air Carrier License:** License designed to ensure that airlines meet regulatory and commercial requirements before commencing operations. Carriers must demonstrate their compliance with Saudi requirements.
 - **Foreign Air Carrier Approval (Hajj & Umrah):** Approval designed to ensure that airlines meet (Hajj & Umrah) regulatory and commercial requirements before commencing operations. Carriers must demonstrate their compliance with Saudi requirements along with required bank guarantee.
 - **Foreign Air Carrier Authorization:** Regulatory document issued to an air operator by GACA signifying that the operator has met all regulatory requirements and is deemed fully capable of conducting safe operations in compliance with Saudi requirements for foreign airlines (GACAR Part 129).
 - **Security Program:** The security program is developed in compliance with national and international regulations, such as those set by GACA and the International Civil Aviation Organization (ICAO).
 - **Hajj and Umrah Transport Approval:** GACA oversees the air transport for Hajj and Umrah pilgrimages, including flight approvals during the season, to ensure the safety and efficiency of these flights.
 - **Flight Authorization (Commercial/Private operations):** The commercial flight authorization process mandates requirements by Air Transport and International Cooperation sector related to flight schedules.



2.0 Summary Process Model

Foreign Air Carrier is required to adhere to the following process and outlined requirements, with steps dependent on the specific planned operations.

Related documents	<ul style="list-style-type: none">GACAR Part 129GACA eBook Volume 10	Requirements	<ul style="list-style-type: none">Appendix 1Appendix 2Appendix 3Appendix 4Appendix 5
Timeline	8 weeks	Cost	0 ﷲ (scheduled) 200 ﷲ (Charter/Private flights)



#	Task	Description	Stakeholder	Requirements
1	Application to be allowed to operate in KSA	Foreign Air Carrier will submit a formal application, outlining the intent to operate to or from KSA by the Economic Policies and, Logistics Services Sector. This includes providing FAOC insurance coverage and other commercial details	Foreign Air Carrier	-
2	Foreign Air Carrier License(Scheduled) OR Foreign Air Carrier Approval (Hajj & Umrah)	License/ Approval reviewed based on the economic requirements specified by GACA. This license is a prerequisite for obtaining further operational permissions	Economic Policies and Logistics Services Sector	Appendix 1 and 2
3	Foreign Air Carrier Authorization	Authorization which contains the basic authority and minimum safety standards a Foreign Air Carrier is required to comply with to conduct operations to, from, and within the Kingdom	Aviation Safety and Environmental Sustainability	Appendix 3
4	Security Program	Develop and submit a comprehensive security program that meets GACA's aviation security requirements. This program is essential for ensuring the security of future flight operations	Aviation Security	-
5	Hajj & Umrah Transport Approval	Air Carrier applies for the approval to transport passengers for Hajj and Umrah pilgrimages. This approval is required for airlines that plan to offer flights during Hajj and Umrah season	Air Transport and International Cooperation	Appendix 4
6	Flight Authorization commercial/privet operations	Airline applies for authorization to operate its intended commercial flights and seeks approval based on provided flight schedules and other requirements	Air Transport and International Cooperation	Appendix 5
7	Approval received	After successful review and satisfaction of all regulatory requirements, applicant will receive the notification, closing the certification process, allowing the airline to legally commence operations	Foreign Air Carrier	-



2.1 Process Model – Add route

Foreign Air Carrier is required to adhere to the requirements applied by GACA and submit an adding route request through the Economic Policies and Logistics Services Sector via

ECO-LICENSING@gaca.gov.sa



2.2 Process Model – Cancel route

Foreign Air Carrier is required to adhere to the requirements applied by GACA and submit a route cancelation request through the Economic Policies and Logistics Services Sector via ECO-LICENSING@gaca.gov.sa

FAQs



3. FAQs

Question 1: What is the first step for the Foreign Air Carrier certification and who do I contact?

Answer: Economic licensing Department (For applying for an economic license):

- Email: ECO-LICENSING@gaca.gov.sa

Investor Services Department (For investors' enquiries):

- Email: inv-services@gaca.gov.sa

General Administration for Beneficiary Care Department:

- Email: 1929@gaca.gov.sa
- Free contact number: 1929
- Outside KSA: 00966115253333
- Central: 0115253333
- X: @gacacare

GACA License & Certificate Platform: www.gls.gaca.gov.sa (Foreign Air Carrier License (Scheduled))

Question 2: What is the total licensing cost and how do I process the payment?

Answer: There is no cost to the Foreign Air Carrier for both (scheduled or Hajj and Umrah) above-mentioned licenses, only 200 Saudi Riyal for each return charter/private flight is charged, all service payments are processed through a payment transfer.

Question 3: How long it will take until I am able to operate as a Foreign Air Carrier?

Answer: The timeline depends on several factors, including the applicant's readiness, requirement understanding and the speed at which documents are provided to GACA by the applicant, however the process should not take longer than 8 weeks.

3. FAQs

Question 4: Can I collect the original Licenses?

Answer: Licenses will be provided to the applicant in a hard copy.

Question 5: How long is my License valid for?

Answer: Validity depends on the license, approval or certificate:

- National Air Carrier Economic License: 5 years
- Foreign Air Carrier Authorization: 1 year
- Security Program: 1 year
- Hajj and Umrah Transport Approval: Seasonal
- Flight Authorization: 6 months

Appendix



4. Appendix

1. Appendix 1 – Foreign Air Carrier License (Scheduled)

Economic Requirements:

- Fill out the application form for the activity.
- Provide authenticated documents in either English or Arabic regarding the operational validity of the applicant and their country of origin. Include a description of the current validity granted and its expiration date.
- Provide proof of the national address.
- Submit a copy of the Foreign Air Operator Certificate (FAOC) issued by the relevant authority.
- Have legal representation in the Kingdom, either through a branch of a foreign aviation company or by contracting with a licensed commercial agent in the Kingdom.
- Provide evidence of insurance coverage meeting the minimum requirements as specified in the fifteenth article of the economic regulations for air transport services.
- Provide Articles of Association document.
- Provide a copy of passenger data undertaking.
- Provide a Commercial Registration Certificate (CR).

2. Appendix 2 – Foreign Air Carrier License (Hajj & Umrah)

Economic Requirements:

- Fill out the activity application form.
- Submit a valid copy of the Foreign Air Operator Certificate (FAOC) issued by the relevant authority.
- Provide a copy of any commercial agreements between the applicant and the agent.
- Have legal representation in the Kingdom, either through a branch of a foreign aviation company or by contracting with a licensed commercial agent in the Kingdom.
- Submit proof of insurance coverage for the minimum requirements as specified in the fifteenth article of the economic regulations for air transport services.
- Provide an unconditional and irrevocable bank guarantee from a Saudi bank, approved by the authority, to cover the maximum cost of returning the pilgrims.



- Present a bank guarantee to cover all amounts due for the sustenance and accommodation of pilgrims, as outlined in the regulations for transporting pilgrims to and from the Kingdom.

Specific Requirements

- For the authority, there is an exemption for foreign airlines that operate charter flights for the purposes of Hajj and Umrah from providing an unconditional and irrevocable bank guarantee issued by a Saudi bank and approved by the authority. This guarantee is to cover the cost of returning the maximum number of pilgrims transported by the carrier, in accordance with the following:
 1. If the airline has operated flights to and/or from the Kingdom for a minimum of five years.
 2. If the airline has conducted a minimum of 50 charter flights for Hajj and/or Umrah purposes.
 3. If the airline has fully fulfilled its financial obligations towards the authority and any stakeholders in the Kingdom.
 4. If there are no records in the airline's log of any flights delayed by a total of more than 24 hours over the past five years due to reasons beyond its control.

4.3 Appendix 3 – Foreign Air Carrier Authorization

Requirements

Application submission and requirements:

- Submit the service request and attach the necessary documents and information.
- Verify that the information and documents are complete and that the conditions are met.
- Verify that there are no legal obligations.
- Approval of the request.

Study the request:

- Study the extent of the application's compliance with regulations and requirements.
- Study of the relevant part by the relevant departments.
- Approval of the request

Security scan:

- Study the application and conduct security verification - Security Affairs.
- Study the application and conduct security verification - Air Force.
- Approval of the request.



Release:

- Preparing the foreign air operator authorization.
- Approval of the foreign air operator authorization
- Provide the applicant with the foreign air operator's authorization.

4.4 Appendix 4 – Hajj and Umrah Transport Approval

Requirements

- Official Letter
- Flights Schedule
- AAD-101 Form
- Acceptance of Security Program (AOSP)
- Foreign Operator Authorization (FOA)
- Bank Guarantee (Returning Pilgrims)
- Bank Guarantee (Housing and Catering Expenses)
- Air Carrier Representatives Information Form
- Certificate of connection with the Passengers Registration System (APP/PNR) from The National Travelers Security Center (NTC)

4.5 Appendix 5 – Flight Authorizations (Commercial)

Requirements

- Official letter request submitted to the GM of Air Transport and International Cooperation
- Flight schedule
- (APP/PNR)
- Valid FOC (Foreign Operator Certificate)
- Valid AOSP (Air Operator Security Program)
- Valid Economic License
- Confirmed Time Slots

Applicable forms



5. Applicable forms



Information required to be fulfilled for
Operation of Charter Flights for Hajj or Umrah
From: AAD-101 for ☐ Hajj ☐ Umrah

(1) Air Carrier Name:		
(2) Air Carrier Code:	IATA:	ICAO:
(3) Address:	Phone:	E-Mail:
Principal Place of Business:		
Date of Operation (Startedz):		
(4) Air Carrier Ownership:		
(5) Air Carrier Fleet Size:		
Ownership of the Fleet (Owned by the Air Carrier/Leased):		
(6) Lessor Name:		
Principal Place of Business:		
(7) Operator/Agent Name:		
Address:		
Phone:	Fax:	E-Mail:
(8) Airworthiness Oertificates of A/C:		
(9) Air Carrier Operator Certificate:		
(10) Beginning Flights from (00/00/2024) To (00/00/2024):		
(11) Flights and Number of Expected Operating Flights and Passengers: <input type="checkbox"/> MED () Flights, () PAX / <input type="checkbox"/> JED () Flights () PAX		
(12) Official Agent in Kingdom:		
(13) Total Amount of Bank Guarantee: () Hajj <input type="checkbox"/> Umrah <input type="checkbox"/>		
Bank Name:		
(14) Name of the Ground Handling Agent in Airport:		Date of Validity:

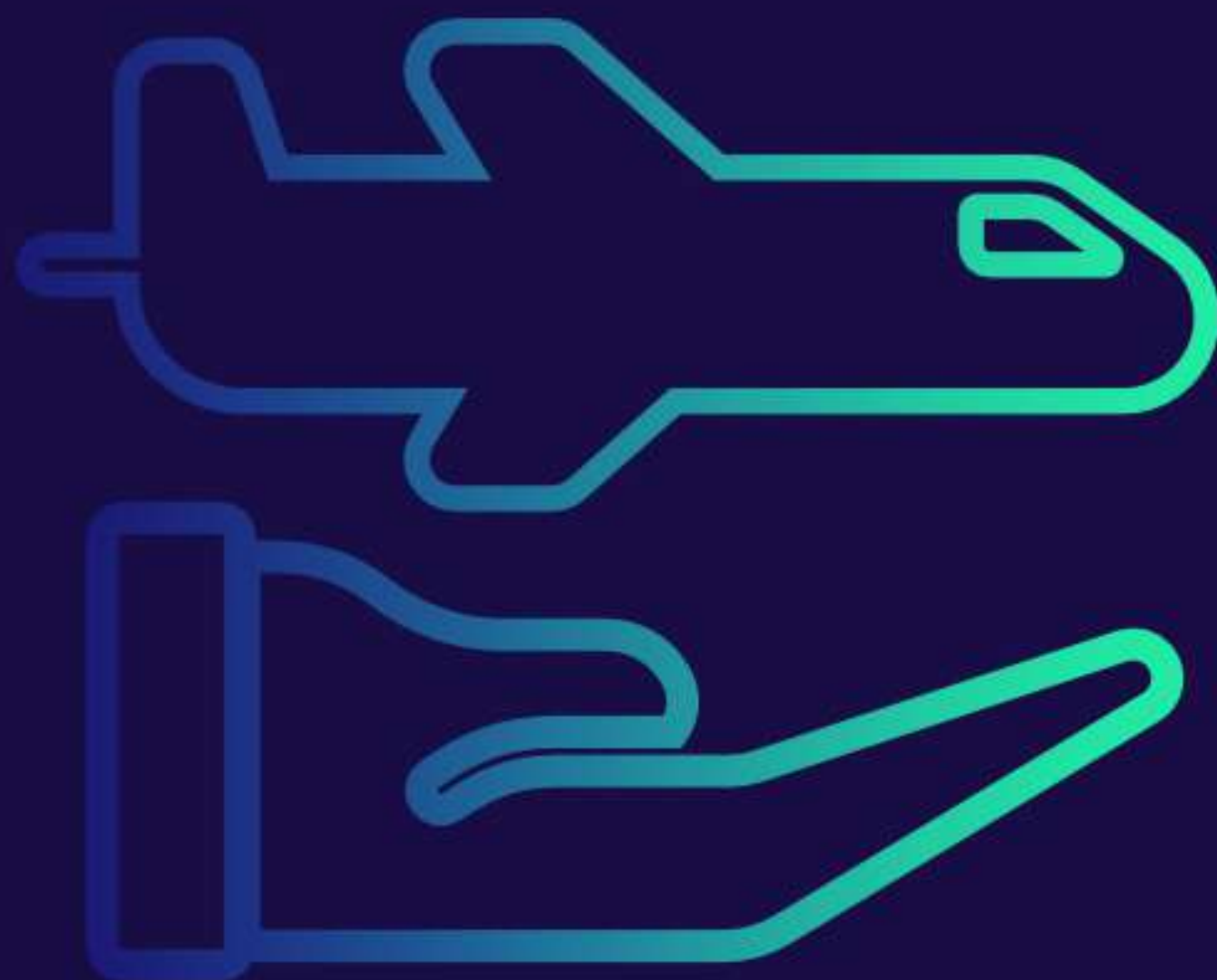
I understand that all above mentioned are authentic, verified
and signed:

Name:

Signature:

Date:

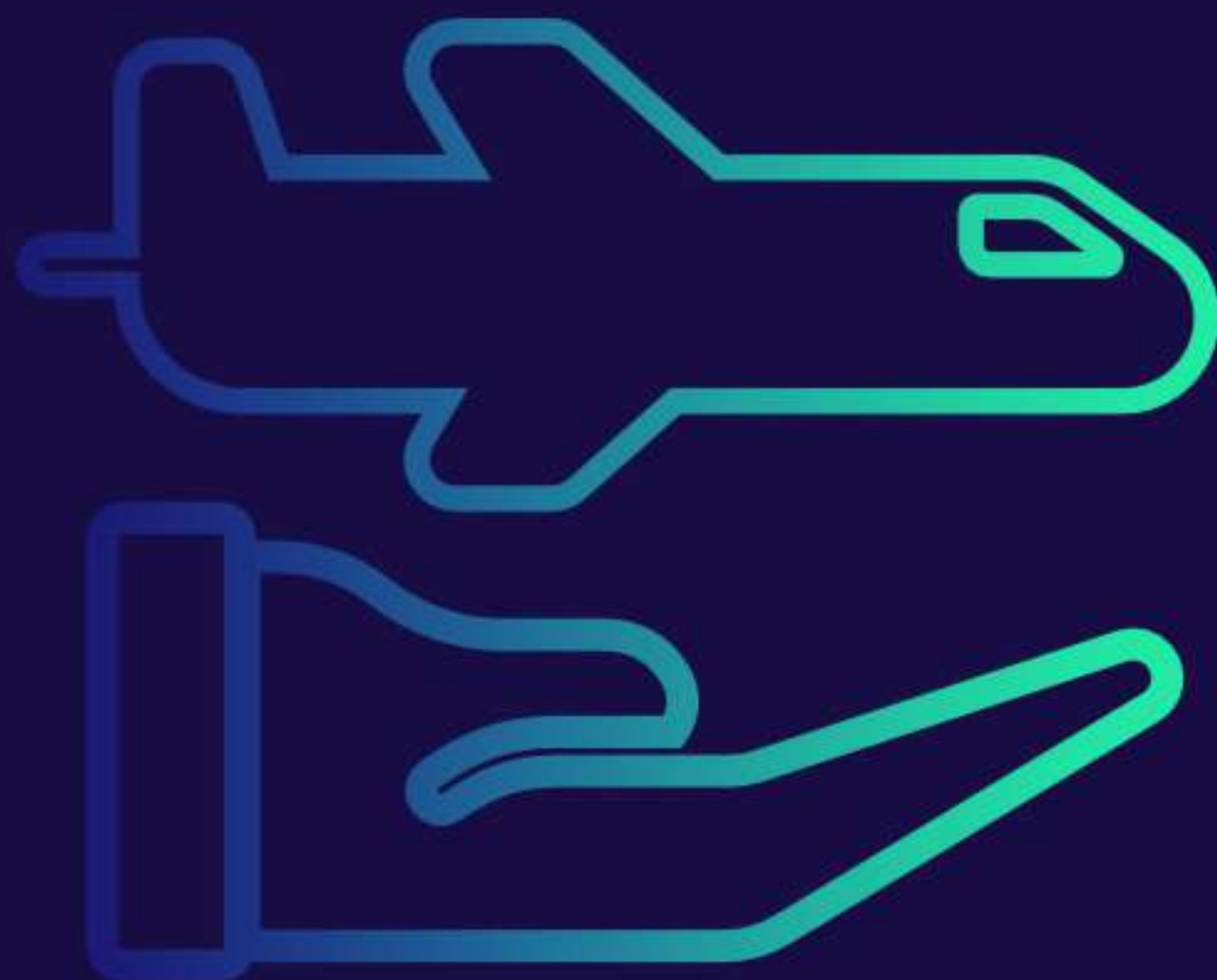
Official Seal:



Investor Journey

Aviation Service Representative





Introduction

1. Introduction

The purpose of this section is to provide an overviewed scription of the Aviation Service Representative Investor Journey process in addition to its objectives. This will aid the reader in understanding a definition of the process being covered & what goals it aims to achieve through the following main sections:

- **Objectives and Goals:** The purpose of this section is to define the process objectives and the goals that the Aviation Service Representative process aims to achieve.
- **Key Definitions:** The purpose of this section is to define the terms that are being used as part of the process and procedure maps.
- **Investor Journey Summary:** The purpose of this section is to provide a summary view of the whole licensing process which will aid the reader to digest the relation between the sectors within the overall process and how they interact with each other.

1. Objectives and Goals

The purpose of the Aviation Service Representative Investor Journey is to provide a clear understanding of the licensing process. This document essentially acts as a comprehensive guide for Aviation Service Representative to navigate the complex regulatory landscape, ensuring any entities seeking to operate in Saudi Arabia as a commercial agent or as a general aviation support service provider to adhere to the utmost licensing requirements from the Economic sector.

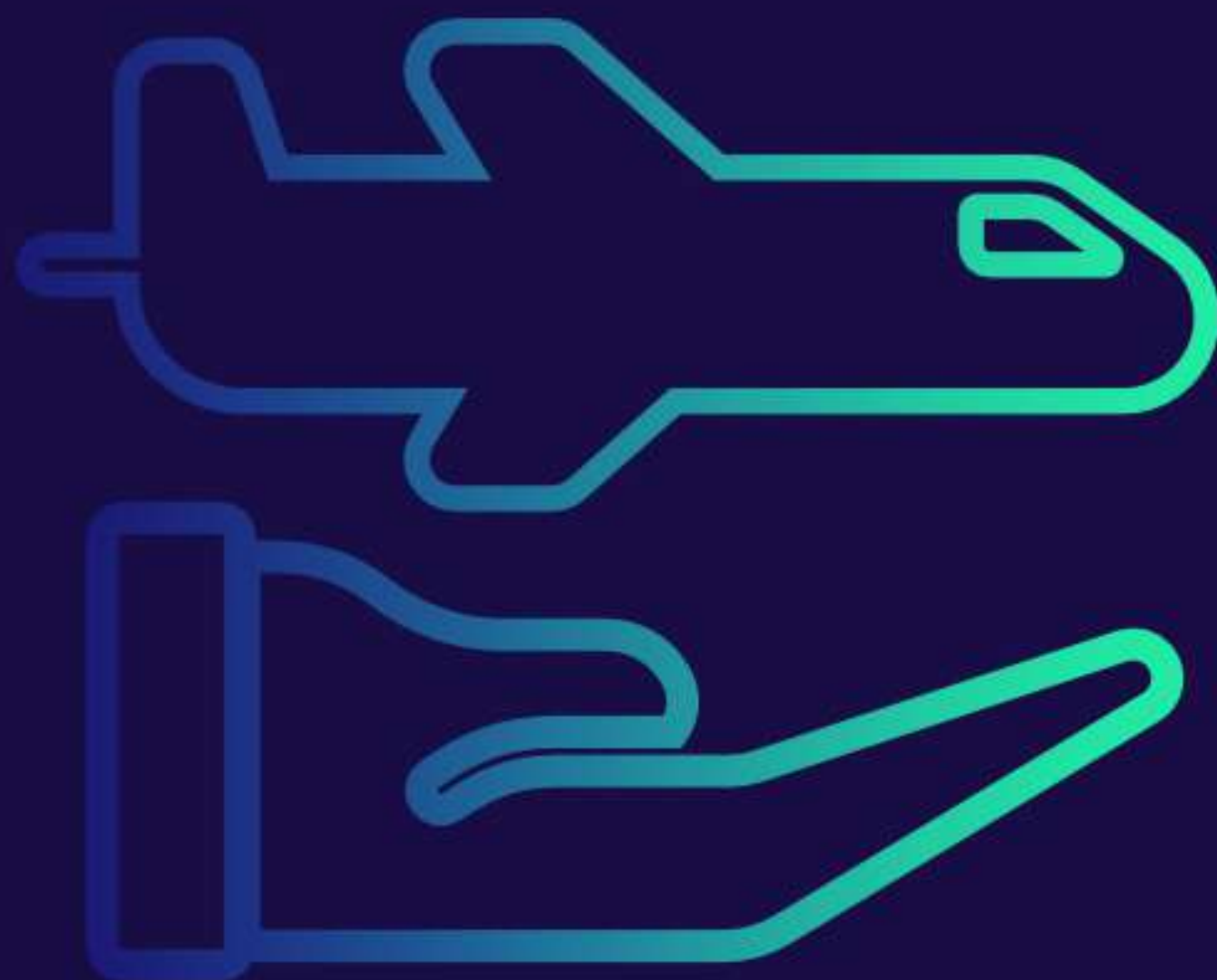
The main goals are:

- **Transparency:** To provide a clear and transparent framework that outlines the requirements, steps, and timelines involved in obtaining a license to operate as an Aviation Service Representative.
- **Regulatory Compliance:** To ensure that all entities meet the regulatory requirements set by General Authority of Civil Aviation.
- **Standardization:** To standardize the process for licensing across the board, ensuring fairness and consistency in how aviation service providers are evaluated and licensed.
- **Facilitation of Economic Growth:** By streamlining the licensing process, the document aims to support the growth of the aviation sector, encouraging investment and the development of new services that contribute to the national economy.
- **Educational Tool:** To serve as an educational resource for stakeholders, including potential investors, current operators, and regulatory staff, enhancing their understanding of the licensing process and regulatory requirements.



1.2 Definitions & Acronyms

Definitions	Description
Aviation Service Representative	Entity seeking to operate in Saudi Arabia as a commercial agent or as a general aviation support service provider.
Commercial Agent for Aviation Service Provider	<p>Entity providing services:</p> <ul style="list-style-type: none"> • reservation and ticketing services, managing reservations and issuing tickets for the air carrier in the market, including working with global distribution systems and local authorized travel agencies. • general customer service, handling inquiries and complaints on behalf of the air carrier. • regulatory compliance services, ensuring the air carrier complies with all applicable local laws and regulations, including opening local offices on behalf of the air carrier, obtaining necessary permits and licenses, and liaising with government authorities as needed. • financial management services, managing the financial aspects of the air carrier's operations in the specific country or region, such as collecting payments, managing revenue, and settling accounts with local service providers.
General Aviation Support Service Provider	<p>Entity providing services:</p> <ul style="list-style-type: none"> • representation and liaison services with local authorities or any other undertaking, disbursements on behalf of the customer. • any other coordination and liaison service before, during or after the flight and any other administrative service requested by the customer.
Economic Policies and Logistics Services Sector	Sector develops and implements policies and regulations that foster economic growth, ensure a competitive market environment, and align with broader national economic goals.
Aviation Service Representative License	License required for commercial agents/general aviation support service provider by the Economic Policies and Logistics Services Sector.
GACA	General Authority of Civil Aviation



Process Model and Description



2. Process Model and Description

The Aviation Service Representative Investor Journey has one detailed process model:

Commercial Agent for Aviation Service Provider or General Aviation Support Service Provider License

- Commercial Agent for Aviation Service Provider or General Aviation Support Service Provider License: License designed to ensure that commercial agents that provide any of the following services to air carriers or general aviation support service providers meet regulatory requirements before commencing operations.

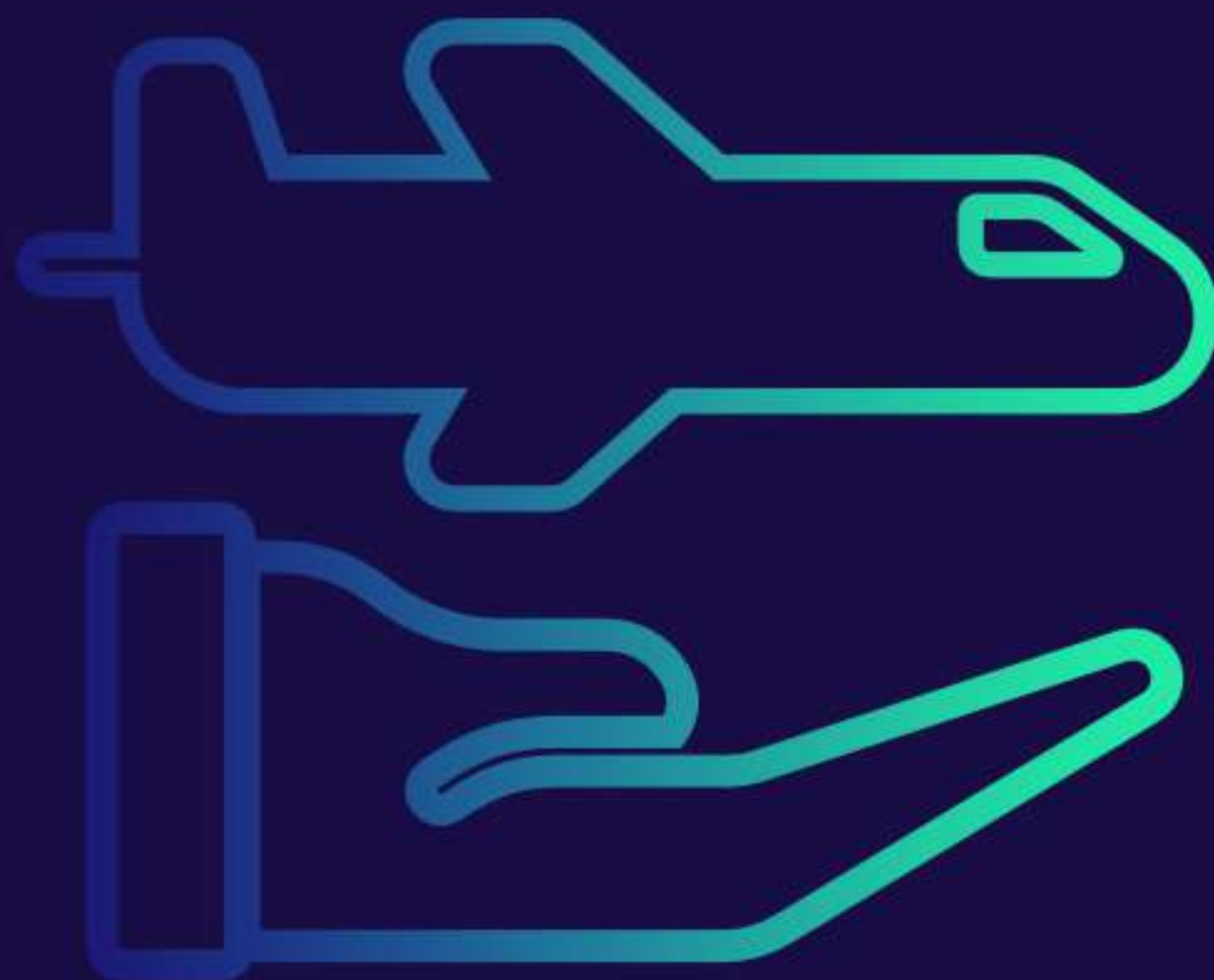
2.0Summary Process Model

Aviation Service Representative is required to adhere to GACA process and requirements.

Related documents	N/A	Requirements	<ul style="list-style-type: none">Appendix 1Appendix 2
Timeline	15 days	Cost	Issuance: 25,000  Renewal: 15,000 



#	Task	Description	Stakeholder	Requirements
1	Applicant to become Commercial Agent/ General Aviation Support	Entities apply to become a commercial agent or general aviation support service provider by submitting an application along with required documents stipulated by GACA.	Aviation Service Representative	-
2	Aviation Service Representative License	Review and evaluate the application along with documents submitted by the applicant.	Economic Policies and Logistics Services Sector	Appendix 1 and 2
3	License received	Investor receives the license. It signifies the approval of their application and the official authorization to act as an aviation service representative.	Aviation Service Representative	-



FAQs

3. FAQs

Question 1: What is the first step for the Aviation Service Representative License do and who do I contact?

Answer: Economic licensing Department (For applying for an economic license):

- Email: ECO-LICENSING@gaca.gov.sa

Investor Services Department (For investors' enquiries):

- Email: inv-services@gaca.gov.sa

General Administration for Beneficiary Care Department:

- Email: 1929@gaca.gov.sa
- Free contact number: 1929
- Outside KSA: 00966115253333
- Central : 0115253333
- X: @gacacare

Question 2: What is the total licensing cost and how do I process the payment?

Answer: Current Aviation Service Representative cost for the above-mentioned license issuance will estimate to 25,000 Saudi Riyal, while renewal costs 15,000 Saudi Riyal, and all service payments are processed through a payment transfer.

Question 3: How long it will take until I am able to operate as an Aviation Service Representative?

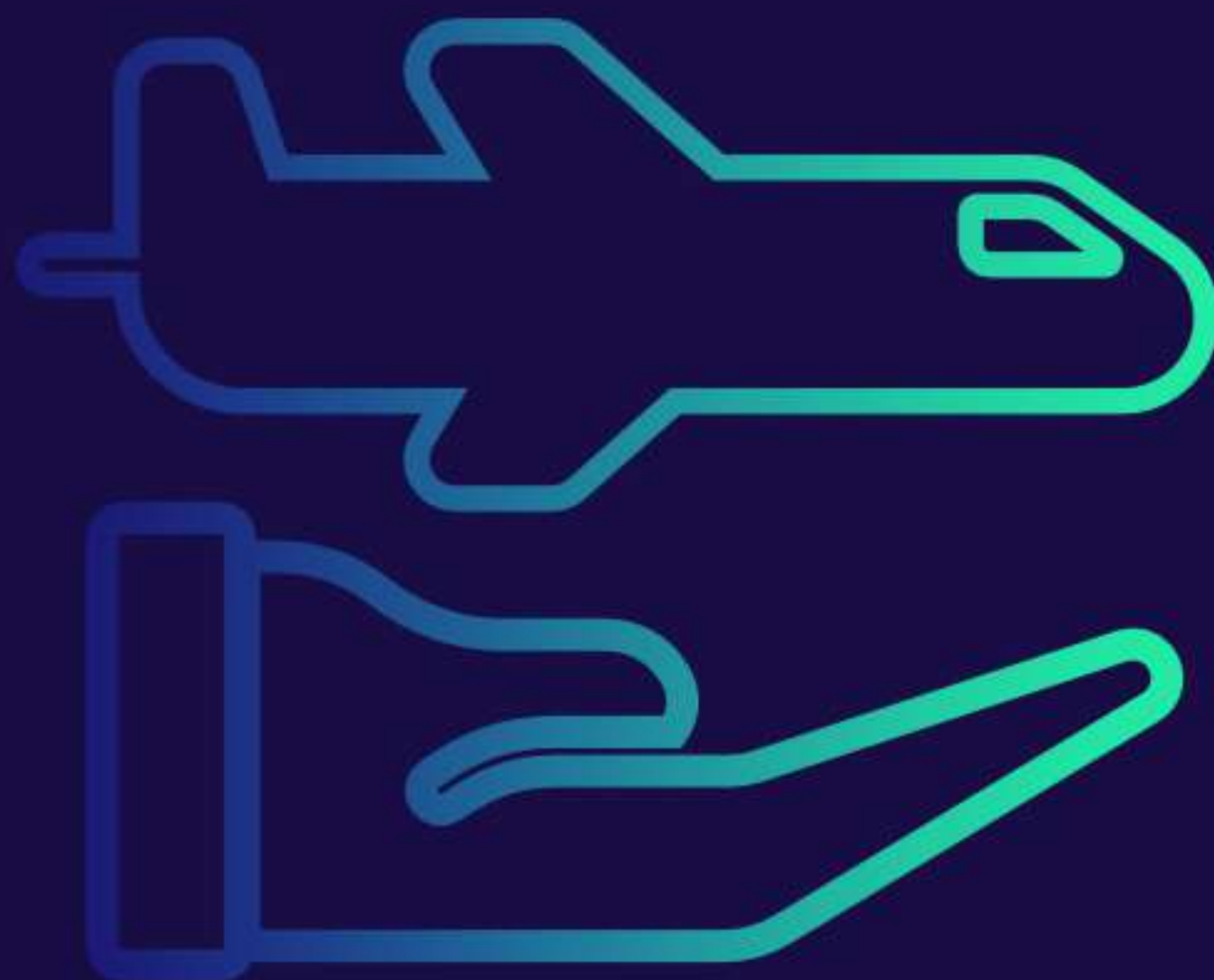
Answer: The expected processing time for the license is up to 15 business days.

Question 4: Can I collect the original Licenses?

Answer: Licenses will be provided to the applicant in a hard copy.

Question 5: How long is my License valid for?

Answer: License will be valid for 5 years.



Appendix



4. Appendix

1. Appendix 1 – Commercial Agent for the Aviation Service Provider

Requirements for Economic License

- Fill out the activity application form.
- Submission of the company's articles of association (AOA).
- Submission of a valid commercial register in the Kingdom.
- Proof of the national address.
- Providing the authority with a detailed scope of the economic activities intended to be undertaken.
- Submission of evidence of payment of the economic license fee.

Commercial Agency System

- Non-Saudis, whether as natural or legal persons, are not permitted to be commercial agents in the Kingdom of Saudi Arabia. Saudi companies engaging in commercial agency activities must have their entire capital as Saudi, and members of their boards of directors and those authorized to sign on their behalf must be Saudis.

2. Appendix 2 – General Aviation Support Service Provider

Requirements for Economic License

- Fill out the activity application form.
- Submission of the company's articles of association (AOA).
- Submission of a valid commercial register in the Kingdom.
- Proof of the national address.
- Providing the authority with a detailed scope of the economic activities intended to be undertaken.
- Submission of evidence of payment of the economic license fee.
- Non-Saudi applicant is allowed to apply for this license.



Investor Journey

Scarce Capacity Applicant



Introduction

1. Introduction

The purpose of this section is to provide an overview description of the Scarce Capacity Applicant Investor Journey process in addition to its objectives. This will aid the reader in understanding a definition of the process being covered & what goals it aims to achieve through the following main sections:

- **Objectives and Goals:** The purpose of this section is to define the process objectives and the goals that the Scarce Capacity Applicant process aims to achieve.
- **Key Definitions:** The purpose of this section is to define the terms that are being used as part of the process and procedure maps.
- **Investor Journey Summary:** The purpose of this section is to provide a summary view of the whole licensing process which will aid the reader to digest the relation between the sectors within the overall process and how they interact with each other.

1. Objectives and Goals

The purpose of the Scarce Capacity Applicant Investor Journey is to provide a clear understanding of the licensing process. This document essentially acts as a comprehensive guide for Scarce Capacity Applicants to navigate the complex regulatory landscape, ensuring national airlines adhere to the utmost licensing requirements by the Economic sector

The main goals are:

- **Transparency:** To provide a clear and transparent framework that outlines the requirements, steps, and timelines involved in obtaining a license for a Scarce Capacity Applicant.
- **Regulatory Compliance:** To ensure that all air carriers meet the regulatory requirements set b by General Authority of Civil Aviation.
- **Standardization:** To standardize the process for licensing across the board, ensuring fairness and consistency in how air carriers are evaluated and licensed. This helps in maintaining a level playing field among operators.
- **Facilitation of Economic Growth:** By streamlining the licensing process, the document aims to support the growth of the aviation sector, encouraging investment and the development of new services that contribute to the national economy.
- **Educational Tool:** To serve as an educational resource for stakeholders, including potential investors, current operators, and regulatory staff, enhancing their understanding of the licensing process and regulatory requirements.



1.2 Definitions & Acronyms

Definitions	Description
Scarce Capacity Applicant	National Air Carrier requesting the traffic rights on international routes where scarce capacity exists.
Economic Policies and Logistics Services Sector	Sector develops and implements policies and regulations that foster economic growth, ensure a competitive market environment, and align with broader national economic goals.
Scarce Capacity Allocation Certificate	Certificate required for national air carriers on international routes where scarce capacity exists by the Economic Policies and Logistics Services Sector.
GACA	General Authority of Civil Aviation



Process Model and Description

2. Process Model and Description

The Scarce Capacity Applicant Investor Journey has one detailed process model:

- **Scarce Capacity Allocation Certificate**
 - Scarce Capacity Allocation Certificate: Certificate designed to distribute the traffic rights to national air carriers on international routes where scarce capacity exists on the basis of a non-discriminatory and transparent procedure. It does not apply to the allocation of traffic rights for the purpose of Hajj.

2.0 Summary Process Model

Scarce Capacity Applicant is required to adhere to GACA process and requirements, with steps dependent on the specific planned operations.

Related documents	N/A	Requirements	N/A
Timeline	14 days	Cost	111,000 ﷲ



#	Task	Description	Stakeholder	Requirements
1	Application to operate on the capacity constrained route	National air carrier submits a formal request to operate on a scarce capacity route identified by GACA	Scarce Capacity Applicant	-
2	Scarce Capacity Allocation Certificate	If the initial application meets the necessary criteria, the applicant is granted a Scarce Capacity Allocation Certificate, which approves the operation on the specified route.	Economic Policies and Logistics Services Sector	-
3	Certification received	The applicant receives the final certification which confirms the authorization to operate on the capacity- constrained route.	Scarce Capacity Applicant	-



FAQs

3. FAQs

Question 1: What is the first step for the Scarce Capacity Applicant certification and who do I contact?

Answer: Economic licensing Department (For applying for an economic license):

- Email: ECO-LICENSING@gaca.gov.sa

Investor Services Department (For investors' enquiries):

- Email: inv-services@gaca.gov.sa

General Administration for Beneficiary Care Department:

- Email: 1929@gaca.gov.sa
- Free contact number: 1929
- Outside KSA: 00966115253333
- Central : 0115253333
- X: @gacacare

Question 2: What is the total licensing cost and how do I process the payment?

Answer: Current Scarce Capacity Applicant cost for the above-mentioned license will estimate to 111,000 Saudi Riyal, and all service payments are processed through a payment transfer.

Question 3: How long it will take until I am able to operate as a Scarce Capacity Applicant?

Answer: The expected processing time for the license is up to 14 business days.

Question 4: Can I collect the original certificate?

Answer: Licenses will be provided to the applicant in a hard copy.

Question 5: How long is my certificate valid for?

Answer: Certificate will be valid only for the international route for 5 years.

3. FAQs

Question 6: What should I do if my application is rejected or if it is taking longer than the expected processing time?

Answer: For further details, please refer to Section 4: Scarce Capacity and Competition in the Economic Regulations for Air Transport Services.

Investor Journey

Ground Service Provider



Introduction



1. Introduction

The purpose of this section is to provide an overview description of the Ground Service Provider Investor Journey process in addition to its objectives. This will aid the reader in understanding a definition of the process being covered & what goals it aims to achieve through the following main sections:

- **Objectives and Goals:** The purpose of this section is to define the process objectives and the goals that the Ground Service Provider process aims to achieve.
- **Key Definitions:** The purpose of this section is to define the terms that are being used as part of the process and procedure maps.
- **Investor Journey Summary:** The purpose of this section is to provide a summary view of the whole licensing process which will aid the reader to digest the relation between the sectors within the overall process and how they interact with each other.

1. Objectives and Goals

The purpose of the Ground Service Provider Investor Journey is to provide a clear understanding of the licensing process. This document essentially acts as a comprehensive guide for Ground Service Providers to navigate the complex regulatory landscape, ensuring ground handlers that seek to operate in Saudi Arabia to adhere to the utmost licensing requirements across the Economic, Safety and Security sectors.

The main goals are:

- **Transparency:** To provide a clear and transparent framework that outlines the requirements, steps, and timelines involved in obtaining a license to operate as a Ground Service Provider. This ensures that all potential and existing ground handlers understand the regulatory environment and what is expected of them.
- **Regulatory Compliance:** To ensure that all ground handlers meet the safety, security, and operational standards required by General Authority of Civil Aviation.
- **Standardization:** To standardize the process for licensing across the board, ensuring fairness and consistency in how ground service providers are evaluated and licensed. This helps in maintaining a level playing field among ground handlers.
- **Facilitation of Economic Growth:** By streamlining the licensing process, the document aims to support the growth of the aviation sector, encouraging investment and the development of new services that contribute to the national economy.
- **Educational Tool:** To serve as an educational resource for stakeholders, including potential investors, current operators, and regulatory staff, enhancing their understanding of the licensing process and regulatory requirements.



1.2 Definitions & Acronyms

Definitions	Description
Ground Service Provider	Entities seeking to provide ground handling services at one or more airports.
Economic Policies and Logistics Services Sector	Sector develops and implements policies and regulations that foster economic growth, ensure a competitive market environment, and align with broader national economic goals.
Aviation Safety and Environmental Sustainability	Sector oversees and ensures compliance with the safety standards of aviation operations within Saudi Arabia, ensuring that they meet both national and international guidelines.
Aviation Security	Sector ensures compliance with security requirements of all aviation operations within Saudi Arabia.
Commercial Aviation	an air transport flight or series of flights performed by civil aircraft for remuneration. Services may be either scheduled or charter.
General Aviation	means air transport operations for a purpose other than commercial air transport or aerial works.
Ground Service Provider License (Category 1)	License required by the Economic Policies and Logistics Services sector for Ground Service Providers offering ramp handling, air cargo handling, baggage handling, aircraft servicing, passenger handling, unit load device control, load control and dispatch services for commercial and general aviation
Ground Service Provider License (Category 2)	License required by the Economic Policies and Logistics Services sector for Ground Service Providers offering into-plane fuel, in-flight catering, surface transport, representation and supervision services.
Ground Services Provider Certificate	Certificate required by the Aviation Safety and Environmental Sustainability sector to ensure compliance with safety requirements for ground service providers following GACAR part 151.
Security Program	Security Program ensures applicable requirements are adhered to by the ground service provider.
Temporary License for Ground Services Provider	License required by the Economic Policies and Logistics Services sector for any entity entering the selection process for ground handling services at any of the airports in the Kingdom or adding a service to an existing valid license from a different category.
Dangerous Goods Approval	Dangerous Goods Approval is required for handlers of dangerous goods and considers compliance with GACAR 109 requirements by the Aviation Safety and Environmental Sustainability sector.
GACA	General Authority of Civil Aviation
GSP	Ground Service Provider
Category A Airport	RUH, JED, DMM
Category B Airport	MED, AHB
Category C Airport	GIZ, TUU, ELQ, TIF, HAS, EAM, AJF, YNB, BHH, ABT, RAE, AQI, SHW, HOF, ULH, URY, NUM, WAE, TUI, RAH, EGH, DWD, RGB
Activities Category 1	Ramp handling, air cargo handling, baggage handling, aircraft servicing, passenger handling, unit load device control, load control and dispatch services
Activities Category 2	Into-plane fuel, in-flight catering, surface transport, representation and supervision services

Process Model and Description



2. Process Model and Description

The Ground Service Provider Investor Journey has six process models:

- **Ground Service Provider Temporary License**
- **Ground Service Provider License (Category 1)**
- **Ground Service Provider License (Category 2)**
- **Ground Service Provider Certificate**
- **Security Program**
- **Dangerous Goods Approval (optional)**
 - **Ground Service Provider Temporary License:** License designed for ground service providers, planning to enter the selection process for ground handling services at any of the airports in the Kingdom or adding a service to an existing valid license from a different category.
 - **Ground Service Provider License (Category 1):** License designed to ensure that ground service providers (providing ramp handling, air cargo handling, baggage handling, aircraft servicing, passenger handling, unit load device control, load control and dispatch services) meet comprehensive regulatory and commercial requirements before commencing operations. Entities must demonstrate their financial resources, business plan.
 - **Ground Service Provider License (Category 2):** License designed to ensure that ground service providers (providing into-plane fuel, in-flight catering, surface transport, representation and supervision services) meet comprehensive regulatory and commercial requirements before commencing operations. Entities must demonstrate their financial resources, business plan.
 - **Ground Service Provider Certificate:** Certificate issued to ground service providers by GACA signifying that the entity has met all safety requirements and is deemed fully capable of conducting safe operations in compliance with GACAR Part 151.
 - **Security Program:** The security program is developed in compliance with national and international regulations, such as those set by GACA and the International Civil Aviation Organization (ICAO).
 - **Dangerous Goods Approval:** Approval required for entities involved in the transportation of dangerous goods to, from, or within the Kingdom of Saudi Arabia and to any aircraft registered in KSA.



2.0 Summary Process Model

Ground Service Provider is required to adhere to GACA process and requirements, with steps dependent on activities provided.

Related documents	<ul style="list-style-type: none">GACAR Part 151GACAR Part 109GACAR Part 68	Requirements	<ul style="list-style-type: none">Appendix 1Appendix 2Appendix 3Appendix 4Appendix 5
Timeline	15 days (Temporary License) Up to 3 months (Economic License depending on planned activities)	Cost	Initial fees : Cat. A Airport = 200,000 ١٠٠٠ Cat. B Airport = 100,000 ١٠٠٠ Cat. C Airport = 50,000 ١٠٠٠ Renewal fees : Cat. A Airport = 150,000 ١٠٠٠ Cat. B Airport = 50,000 ١٠٠٠ Cat. C Airport = 30,000 ١٠٠٠



#	Task	Description	Stakeholder	Requirements
1	Application to be allowed to become a GSP	Ground Service Provider will submit a formal application, outlining the intent to provide ground services in the airport in Saudi Arabia.	Ground Service Provider	-
2	Ground Service Provider License (Category 1) OR Ground Service Provider License (Category 2) OR Ground Service Provider Temporary License	License reviewed based on the economic requirements specified by GACA. This license is a prerequisite for obtaining further operational permissions.	Aviation Safety and Environmental Sustainability	Appendix 1 and 2
3	Ground Service Provider Certificate	Certificate required for ground service providers, except for self-handlers, reviewed to confirm compliance by Aviation Safety and Environmental Sustainability team.	Aviation Safety and Environmental Sustainability	Appendix 3
4	Security Program	Security program required that meets GACA's requirements. This program is essential for ensuring the security of future ground operations.	Aviation Security	-
5	Dangerous Goods Approval	Approval required by entities handling dangerous goods to comply with GACAR 109 requirements.	Aviation Safety and Environmental Sustainability	-
6	All required documents received by the applicant	After successful review and satisfaction of all regulatory requirements, applicant will receive the notification, closing the certification process, allowing the Ground Service Provider to legally commence operations.	Ground Service Provider	-



2.1 Process Model – Adding a new service to a valid license

Ground Service Provider wishing to provide additional services, is required to adhere to the economic requirements applied by GACA and submit an adding a new service request through the Economic Policies and Logistics Services Sector via

ECO-LICENSING@gaca.gov.sa

FAQs



3. FAQs

Question 1: What is the first step for the Ground Service Provider certification and who do I contact?

Answer: Economic licensing Department (For applying for an economic license):

- Email: ECO-LICENSING@gaca.gov.sa

Investor Services Department (For investors' enquiries):

- Email: inv-services@gaca.gov.sa

General Administration for Beneficiary Care Department:

- Email: 1929@gaca.gov.sa
- Free contact number: 1929
- Outside KSA: 00966115253333
- Central: 0115253333
- X: @gacacare

Question 2: What is the total licensing cost and how do I process the payment?

Answer: Current Ground Service Provider cost for the above-mentioned licenses depends on the airport category and number of activities that handler wishes to provide:

Initial fees:

- Cat. A Airport = 200,000 ﷲ
- Cat. B Airport = 100,000 ﷲ
- Cat. C Airport = 50,000 ﷲ

Renewal fees:

- Cat. A Airport = 150,000 ﷲ
- Cat. B Airport = 50,000 ﷲ
- Cat. C Airport = 30,000 ﷲ

All service payments are processed through a payment transfer.

3. FAQs

Question 3: How long it will take until I am able to operate as a Ground Service Provider?

Answer: The timeline depends on several factors, including the applicant's readiness, requirement understanding, planned activities provided, the speed at which documents are provided to GACA by the applicant, however the process should not take longer than 90 days after all documents have been reviewed and agreed for Ground Service Provider Certificate.

Question 4: Can I collect the original Licenses?

Answer: Licenses will be provided to the applicant in a hard copy.

Question 5: How long is my License valid for?

Answer: Validity depends on the License, approval or certificate:

- Ground Service Provider Temporary License: 180 days
- Ground Service Provider License: 5 years
- Ground Service Provider Certificate: 2 years
- Security Program: 1 year
- Dangerous Goods Approval: 1 year

Question 6: What should I do if I want to renew my license?

Answer: Submit a renewal application to the Authority at least 90 days prior the expiry date of their license.

Appendix



4. Appendix

4.1 Appendix 1 – Temporary Ground Service Provider License

Requirements

- Fill out the activity-specific application form.
- Submit the company's articles of association (AOA).
- Present a valid Saudi commercial registration.
- Provide proof of the national address.
- Submit evidence of relevant experience in the service for a period of no less than three years at one of the Kingdom's airports or in any other country. Alternatively, the applicant can demonstrate their ability to provide operational expertise for the service by appointing key employees with experience in the same field.
- Submit financial statements for the last two fiscal years or provide a financial solvency certificate if the applicant is new.
- Present a business plan for the first two years.

4.2 Appendix 2 – Ground Service Provider License (Category 1 & Category 2)

Requirements

- Fill out the activity-specific application form
- Submit the company's articles of association (AOA).
- Present a valid Saudi commercial registration.
- Provide proof of the national address.
- Submit evidence of relevant experience in the service for a period of no less than three years at one of the Kingdom's airports or in any other country. Alternatively, the applicant can demonstrate their ability to provide operational expertise for the service by appointing key employees with experience in the same field.
- Submit financial statements for the last two fiscal years or provide a financial solvency certificate if the applicant is new.
- Present a business plan for the first two years.
- Submitting a signed contract with one or more airports in the Kingdom to provide these services.



- Providing evidence of sufficient insurance coverage to cover liability for employees, passengers, baggage, shipments, parcels, mail, and other parties.
- Providing evidence of payment for the economic license fees.

4.3 Appendix 3 – Ground Service Provider Certificate

Application submission and requirements:

- Submit the service request and attach the necessary documents and information
- Verify that the information and documents are complete and that the conditions are met
- Approval of the request

Study the request:

- Study the request and review operational manuals and documents in coordination with coordination with internal and external stakeholders
- Approval of the request

The interview:

- Determine the need for an interview
- Verifying eligibility for managerial/key positions through holding a personal interview
- Approval of the request

Written test:

- Determine the need to conduct a written test for managerial/key positions
- Schedule the test - applicant
- Testing/evaluating the applicant according to the model and requirements
- Upload the test result

Inspection:

- Determine the inspection date - the applicant
- Carrying out the inspection
- Submit report and approval

Issuance:

- Prepare a license certificate
- Approval of the licensing certificate
- Provide the applicant with a license certificate



4. Appendix 4 – Adding a new service to a valid license (Category 1 and 2)

Requirements

- Provide a signed contract with the concerned airport to offer these services
- Provide a valid Saudi commercial registration
- Provide proof of adequate insurance coverage to cover liability concerning employees, passengers, baggage, freights, parcels, postal items and other parties.

5. Appendix 5 – Economic license renewal

The economic license of a ground handling service provider may be renewed for a period of five years provided the following conditions are met:

Process

- a. It provides the financial statements for the last two fiscal years;
- b. All ground handling and air cargo service providers with the exception of a regulated agent and self regulated agent - provide proof of adequate insurance to cover liability in respect of employees, passengers, luggage, freights, parcels, postal items and third parties, in line with requirements set by the Airport operator and/or by airport users, as the case may be; a regulated agent and self regulated agent service provider shall services, shall submit a valid contract with one or more airports in the Kingdom, provide proof of adequate insurance to cover the liability resulting from the licensee's activities related to facilities, shipments, and mail.
- c. All service providers, with the exception of regulated agent and self regulated agent services, shall submit a valid contract with one or more airports in the Kingdom for the provision of ground handling services or air cargo services;
- d. It provides proof of payment of the economic license renewal fees.


The Authority shall issue a decision on the renewal application within a period not exceeding 15 days from the date complete information has been made available. The applicant will be notified of the decision and provided with reasons in case of rejection.

Applicable forms



5. Applicable forms

5.1 Ground Service Provider Certificate (FORM Part 151)



GACA
الهيئة العامة للطيران المدني
General Authority of Civil Aviation

APPLICATION FOR GROUND SERVICE PROVIDER CERTIFICATE / OPERATIONAL SPECIFICATIONS

1. APPLICATION INFORMATION A. Official Name of Ground Service Provider <div style="border: 1px solid black; height: 15px; width: 100%;"></div> B. Accountable Executive (Name) <div style="border: 1px solid black; height: 15px; width: 100%;"></div> C. Address of Main Office Street: <div style="border: 1px solid black; height: 15px; width: 100%;"></div> City: <div style="border: 1px solid black; height: 15px; width: 30%;"></div> State/Province: <div style="border: 1px solid black; height: 15px; width: 60%;"></div> Country: <div style="border: 1px solid black; height: 15px; width: 30%;"></div> Postal Code: <div style="border: 1px solid black; height: 15px; width: 30%;"></div> Phone #: <div style="border: 1px solid black; height: 15px; width: 30%;"></div> Mobile: <div style="border: 1px solid black; height: 15px; width: 30%;"></div> E-mail: <div style="border: 1px solid black; height: 15px; width: 100%;"></div>	2. REASON FOR APPLICATION <input type="checkbox"/> Initial <input type="checkbox"/> Renewal <input type="checkbox"/> Change of Ground Services Privileges <input type="checkbox"/> Change of Subservices Privileges <input type="checkbox"/> Change of Ownership <input type="checkbox"/> Other (Specify) <div style="border: 1px solid black; height: 15px; width: 100%;"></div>
3. AERODROME LOCATION:	
4. GROUND SERVICE PRIVILEGES A <input type="checkbox"/> Ramp Handling B <input type="checkbox"/> Passenger Handling C <input type="checkbox"/> Baggage Handling D <input type="checkbox"/> Freight & Mail Handling E <input type="checkbox"/> Load Control & Dispatch F <input type="checkbox"/> Unit Load Device Control G <input type="checkbox"/> Aircraft Servicing H <input type="checkbox"/> Into-Plane Fuel Services I <input type="checkbox"/> Representation & Supervision J <input type="checkbox"/> Surface Transport K <input type="checkbox"/> Inflight Catering Services L <input type="checkbox"/> Any Other Service (Specify): <div style="border: 1px solid black; height: 15px; width: 100%;"></div>	5. SUBSERVICES PRIVILEGES (refer to codes at the back of application) <input type="checkbox"/> A1 <input type="checkbox"/> A2 <input type="checkbox"/> A3 <input type="checkbox"/> A4 <input type="checkbox"/> A5 <input type="checkbox"/> A6 <input type="checkbox"/> A7 N/A <input type="checkbox"/> C1 <input type="checkbox"/> C2 <input type="checkbox"/> D1 <input type="checkbox"/> D2 <input type="checkbox"/> D3 <input type="checkbox"/> E1 <input type="checkbox"/> E2 <input type="checkbox"/> E3 <input type="checkbox"/> E4 <input type="checkbox"/> E5 <input type="checkbox"/> E6 <input type="checkbox"/> E7 <input type="checkbox"/> F1 <input type="checkbox"/> F2 <input type="checkbox"/> F3 <input type="checkbox"/> G1 <input type="checkbox"/> G2 <input type="checkbox"/> G3 <input type="checkbox"/> G4 N/A <input type="checkbox"/> I1 <input type="checkbox"/> I2 <input type="checkbox"/> J1 <input type="checkbox"/> J2 N/A
6. NAME OF POSTHOLDERS A. Quality Manager (Corporate level): <div style="border: 1px solid black; height: 15px; width: 100%;"></div> B. Station Manager (Ground station level): <div style="border: 1px solid black; height: 15px; width: 100%;"></div> C. Training Manager (Corporate level): <div style="border: 1px solid black; height: 15px; width: 100%;"></div>	
7. SUBCONTRACTED SERVICES A. List of Subcontracted Services (at aerodrome applied) 1. <div style="border: 1px solid black; height: 15px; width: 100%;"></div> 2. <div style="border: 1px solid black; height: 15px; width: 100%;"></div> 3. <div style="border: 1px solid black; height: 15px; width: 100%;"></div>	B Name of Subcontracted Organization providing the service 1. <div style="border: 1px solid black; height: 15px; width: 100%;"></div> 2. <div style="border: 1px solid black; height: 15px; width: 100%;"></div> 3. <div style="border: 1px solid black; height: 15px; width: 100%;"></div>
8. EXCEPTIONS (from Ground Services applied for) <input type="checkbox"/> Applicable (describe below) <div style="border: 1px solid black; height: 15px; width: 100%;"></div> <input type="checkbox"/> Not Applicable	
9. APPLICATION FEE As per Implementing Regulation of Civil Aviation Tariff Act <input type="checkbox"/> I confirm payment of fee (attach relevant evidence)	
10. DECLARATION I hereby certify that I am the authorized representative of the ground service provider to make this application and that the statements and attachments hereto are true and correct to the best of my knowledge. A. Signature of Accountable Executive: <div style="border: 1px solid black; height: 15px; width: 100%;"></div> B. Company Stamp: <div style="border: 1px solid black; height: 15px; width: 100%;"></div> C. Date: <div style="border: 1px solid black; height: 15px; width: 100%;"></div>	



APPLICATION FOR GROUND SERVICE PROVIDER CERTIFICATE / OPERATIONAL SPECIFICATIONS

SUBSERVICES CODIFICATION (for competing Item 5)

A	Ramp Handling:
A1	Marshaling the aircraft on the ground at arrival and departure, assistance to aircraft parking and securing including the provision of suitable devices.
A2	Loading and unloading of the aircraft and the provision and operation of suitable means.
A3	Boarding and deplaning of passengers and crew including the provision and operation of suitable means or the operation of boarding bridges, where provided.
A4	Transport of crew, passengers and baggage between the aircraft and the terminal, including the provision and operation of suitable means.
A5	Provision and operation of appropriate units for aircraft engine starting.
A6	Provision and operation of appropriate units for the supply of electrical power to aircraft.
A7	Moving of the aircraft at arrival and departure or between positions / stands, communication with the flight crew and the provision of suitable means.
B	Passenger Handling: Any kind of assistance to arriving, departing, transfer or transit passengers, including the operation of a departure control system, checking tickets and travel documents, registering baggage and carrying it to the designated area(s), escorting passengers for operational reasons.
C	Baggage Handling:
C1	Handling and sorting baggage in the designated area(s), loading it on to and unloading it from the relevant devices with the purpose of moving it from the aircraft to the designated area(s) and vice versa, as well as the transfer of baggage from the designated area(s) to the reclaim area, including the provision and operation of suitable means.
C2	The operation/handling of the baggage reconciliation system.
D	Freight & Mail Handling:
D1	For freight: physical handling of export, transfer and import cargo, handling of related documents, customs procedures and implementation of any security procedures required by regulations and agreed between the parties.
D2	For mail: physical handling of incoming and outgoing mail, handling of related documents and implementation of any security procedures required by regulations and agreed between the parties.
D3	The physical handling of freight and mail, whether incoming, outgoing or being transferred, between the on-aerodrome cargo warehouses and the aircraft, as well as the freight and mail handling at the on-aerodrome cargo warehouses, including the provision and operation of suitable means.
E	Load Control & Dispatch:
E1	Load planning.
E2	Aircraft weight & balance calculations.
E3	Issuing loading instruction reports, notification to captain and load sheet.
E4	Loading supervision or/and aircraft turnaround coordination.
E5	Preparation of the flight at the departure airport or at any other point.
E6	Messaging and telecommunications.
E7	Crew administration.
F	Unit Load Device Control:
F1	The serviceability and airworthiness of unit load devices.
F2	Unit load device handling and storage.
F3	The provision of adequate and sufficient infrastructure for proper storing, transporting, moving, transferring, build-up and break down of unit load devices.
G	Aircraft Servicing
G1	The external and internal cleaning of the aircraft including the provision and operation of appropriate units or equipment.
G2	The waste and potable water servicing, including the control of the quality of potable water and the provision and operation of appropriate units and equipment.
G3	The cooling and heating of the cabin including the provision and operation of appropriate units or equipment.
G4	The removal of snow and ice, the de-icing or anti-icing of the aircraft including the provision and operation of appropriate units or equipment.
H	Into-Plane Fuel Service: Fueling and defueling operations including the control of the quality and quantity of fuel deliveries and the provision and operation of suitable means and equipment.
I	Representation & Supervision:
I1	Representation and liaison services with local authorities or any other entity, disbursements on behalf of the aerodrome user and provision of office space for its representatives.
I2	Any other supervision service before, during or after the flight and any other administrative service requested by the customer airline.
J	Surface Transport:
J1	The transport of crew, passenger, baggage, cargo and mail between different terminals of the same aerodrome, but excluding the same transport between the aircraft and any other point within the perimeter of the same aerodrome.
J2	Any special transport requested by the aerodrome user.
K	Inflight Catering Services: The transport, loading on to and unloading from the aircraft of catering supplies (food, beverage or other relevant supplies) including the provision and operation of suitable means.



Investor Journey

Air Cargo Service Provider



Introduction



1. Introduction

The purpose of this section is to provide an overview description of the Air Cargo Service Provider Investor Journey process in addition to its objectives. This will aid the reader in understanding a definition of the process being covered & what goals it aims to achieve through the following main sections:

- **Objectives and Goals:** The purpose of this section is to define the process objectives and the goals that the Air Cargo Service Provider process aims to achieve.
- **Key Definitions:** The purpose of this section is to define the terms that are being used as part of the process and procedure maps.
- **Investor Journey Summary:** The purpose of this section is to provide a summary view of the whole licensing process which will aid the reader to digest the relation between the sectors within the overall process and how they interact with each other.

1. Objectives and Goals

The purpose of the Air Cargo Service Provider Investor Journey is to provide a clear understanding of the licensing process. This document essentially acts as a comprehensive guide for Air Cargo Service Providers to navigate the complex regulatory landscape, ensuring air cargo handlers that seek to operate in Saudi Arabia to adhere to the utmost licensing requirements across the Economic, Safety and Security sectors

The main goals are:

- **Transparency:** To provide a clear and transparent framework that outlines the requirements, steps, and timelines involved in obtaining a license to operate as an Air Cargo Service Provider. This ensures that all potential and existing air cargo handlers understand the regulatory environment and what is expected of them.
- **Regulatory Compliance:** To ensure that all air cargo handlers meet the safety, security, and operational standards required by General Authority of Civil Aviation.
- **Standardization:** To standardize the process for licensing across the board, ensuring fairness and consistency in how air cargo service providers are evaluated and licensed. This helps in maintaining a level playing field among air cargo handlers.
- **Facilitation of Economic Growth:** By streamlining the licensing process, the document aims to support the growth of the aviation sector, encouraging investment and the development of new services that contribute to the national economy.
- **Educational Tool:** To serve as an educational resource for stakeholders, including potential investors, current operators, and regulatory staff, enhancing their understanding of the licensing process and regulatory requirements.



1.2 Definitions & Acronyms

Definitions	Description
Air Cargo Service Provider	Entities seeking to provide air cargo logistics services at the Kingdom's airports.
Economic Policies and Logistics Services Sector	Sector develops and implements policies and regulations that foster economic growth, ensure a competitive market environment, and align with broader national economic goals.
Aviation Safety and Environmental Sustainability	Sector oversees and ensures compliance with the safety standards of aviation operations within Saudi Arabia, ensuring that they meet both national and international guidelines.
Aviation Security	Sector ensures compliance with security requirements of all aviation operations within Saudi Arabia.
Air Cargo Service Provider License	License required by the Economic Policies and Logistics Services sector for Air Cargo Service Providers offering freight forwarder services (cargo facilities), express integrated services for transporting parcels and postal items (shipping facilities), handling freights, parcels and postal items in the bonded zones area (shipping facilities).
Ground Service Provider Temporary License (Air Cargo Services)	License required by the Economic Policies and Logistics Services sector for any entity, seeking to sign a contract with the Airport Operator in the Kingdom for the provision of air cargo services, with the exception of regulated agent and self-regulated agent services.
Ground Services Provider Certificate(Air Cargo)	Certificate required by the Aviation Safety and Environmental Sustainability sector to ensure safety requirements for air cargo service providers with cargo and shipping facilities following GACAR part 151.
Security Program	Security Program ensures applicable requirements are adhered to by the air cargo service provider.
Dangerous Goods Approval	Dangerous Goods Approval is required for handlers of dangerous goods and considers compliance with GACAR 109 requirements applied by the Aviation Safety and Environmental Sustainability sector.
GACA	General Authority of Civil Aviation



Process Model and Description

2. Process Model and Description

The Air Cargo Service Provider Investor Journey has four process models:

- **Ground Service Provider Temporary License (Air Cargo Services)**
 - **Air Cargo Service Provider License**
 - **Ground Service Provider Certificate (Air Cargo Services)**
 - **Security Program**
 - **Dangerous Goods Approval**
- **Ground Service Provider Temporary License (Air Cargo Services):** License designed for air cargo service providers, seeking to sign a contract with the Airport Operator in the Kingdom for the provision of air cargo services, with the exception of regulated agent and self-regulated agent services.
 - **Air Cargo Service Provider License:** License designed to ensure that air cargo service providers (offering freight forwarder services (cargo facilities), express integrated services for transporting parcels and postal items (shipping facilities), handling freights, parcels and postal items in the bonded zones area (shipping facilities) meet comprehensive regulatory and commercial requirements before commencing operations. Entities must demonstrate their financial resources, business plan, licenses issued by other authorities among others.
 - **Ground Service Provider Certificate (Air Cargo Services):** Certificate issued to air cargo service providers with cargo or shipping facilities by GACA signifying that the entity has met all safety requirements and is deemed fully capable of conducting safe operations in compliance with GACAR Part 151.
 - **Security Program:** The security program is developed in compliance with national and international regulations, such as those set by GACA and the International Civil Aviation Organization (ICAO).
 - **Dangerous Goods Approval:** Approval required for entities involved in the handling of dangerous goods in the Kingdom of Saudi Arabia and to any aircraft registered in KSA.



2.0 Summary Process Model

Air Cargo Service Provider is required to adhere to GACA process and requirements, with steps dependent on activities provided.

Related documents	<ul style="list-style-type: none">GACAR Part 151GACAR Part 109	Requirements	<ul style="list-style-type: none">Appendix 1Appendix 2Appendix 3Appendix 4Appendix 5
Timeline	15 days (Temporary License) Up to 3 months (Economic License - depending on planned activities)	Cost	-



#	Task	Description	Stakeholder	Requirements
1	Application to be allowed to become an Air Cargo Service Provider	Air Cargo Service Provider will submit a formal application, outlining the intent to provide air cargo services in the airport in Saudi Arabia.	Air Cargo Service Provider	-
2	Ground Service Provider Temporary License (Air Cargo Services) OR Air Cargo Service Provider License	License reviewed based on the economic requirements specified by GACA. This license is a prerequisite for obtaining further operational permissions.	Economic Policies and Logistics Services Sector	Appendix 1 and 2
3	Ground Service Provider Certificate (Air Cargo Services)	Certificate required for air cargo service providers, with cargo or shipping facilities, reviewed to confirm compliance by Aviation Safety and Environmental Sustainability team.	Aviation Safety and Environmental Sustainability	Appendix 3
4	Security compliance	Ensure compliance with security requirements and that company's security program is compliant.	Aviation Security	-
5	Dangerous Goods Approval	Approval required by entities handling dangerous goods to comply with GACAR 109 requirements.	Aviation Safety and Environmental Sustainability	-
6	Approval received	After successful review and satisfaction of all regulatory requirements, applicant will receive the notification, closing the certification process, allowing the airline to legally commence operations.	Air Cargo Service Provider	-



2.1 Process Model – Adding a service to a valid license

Air Cargo Service Provider wishing to provide additional services, is required to adhere to the economic requirements applied by GACA and submit an adding a new service request through the Economic Policies and Logistics Services Sector via ECO-LICENSING@gaca.gov.sa.



FAQs



3. FAQs

Question 1: What is the first step for the Air Cargo Service Provider certification and who do I contact?

Answer: Economic licensing Department (For applying for an economic license):

- Email: ECO-LICENSING@gaca.gov.sa

Investor Services Department (For investors' enquiries):

- Email: inv-services@gaca.gov.sa

General Administration for Beneficiary Care Department:

- Email: 1929@gaca.gov.sa
- Free contact number: 1929
- Outside KSA: 00966115253333
- Central : 0115253333
- X: @gacacare

Question 2: What is the total licensing cost and how do I process the payment?

Answer: Current above-mentioned process for Air Cargo Service Provider is free of charge.

Question 3: How long it will take until I am able to operate as an Air Cargo Service Provider?

Answer: The timeline depends on several factors, including the applicant's readiness, requirement understanding, planned activities provided, the speed at which documents are provided to GACA by the applicant, however the process should not take longer than 90 days.

Question 4: Can I collect the original Licenses?

Answer: Licenses will be provided to the applicant in a hard copy.

3. FAQs

Question 5: How long is my License valid for?

Answer: Validity depends on the License, approval or certificate:

- Ground Service Provider Temporary License (Air Cargo Services): 180 days
- Air Cargo Service Provider License: 5 years
- Ground Service Provider Certificate (Air Cargo Services): 2 years
- Security Program: 1 year
- Dangerous Goods Approval: 1 year

Question 6: What should I do if I want to renew my license?

Answer: Submit a renewal application to the Authority at least 90 days prior the expiry date of their license.



Appendix

4. Appendix

4.1 Appendix 1 – Ground Service Provider Temporary License (Air Cargo Services) Requirements

- Fill out the activity-specific application form.
- Submit the company's articles of association (AOA).
- Present a valid Saudi commercial registration.
- Provide proof of the national address.
- Submit evidence of relevant experience in the service for a period of no less than three years at one of the Kingdom's airports or in any other country. Alternatively, the applicant can demonstrate their ability to provide operational expertise for the service by appointing key employees with experience in the same field.
- Submit financial statements for the last two fiscal years or provide a financial solvency certificate if the applicant is new.
- Present a business plan for the first two years.
- Provide a license from the General Authority for Transport (Freight Forwarding Services - Cargo Handling Services - Express Cargo Services for the transport of parcels and postal materials).
- Provide a license from the Zakat, Tax, and Customs Authority (Handling freights, parcels and postal items in the bonded zones area).

4.2 Appendix 2 - Air Cargo Service Provider License Requirements

- Fill out the activity-specific application form.
- Submit the company's articles of association (AOA).
- Present a valid Saudi commercial registration.
- Provide proof of the national address.
- Submit evidence of relevant experience in the service for a period of no less than three years at one of the Kingdom's airports or in any other country. Alternatively, the applicant can demonstrate their ability to provide operational expertise for the service by appointing key employees with experience in the same field.
- Submit financial statements for the last two fiscal years or provide a financial solvency certificate if the applicant is new.



- Present a business plan for the first two years.
- Provide a license from the General Authority for Transport (Freight Forwarding Services - Express Cargo Services for the transport of parcels and postal materials).
- Provide a license from the Zakat, Tax, and Customs Authority (Handling freights, parcels and postal items in the bonded zones area).
- Submitting a signed contract with one or more airports in the Kingdom to provide these services.
- Providing evidence of sufficient insurance coverage to cover liability for employees, passengers, baggage, shipments, parcels, mail, and other parties.

4.3 Appendix 3 – Ground Service Provider Certificate

Application submission and requirements:

- Submit the service request and attach the necessary documents and information
- Verify that the information and documents are complete and that the conditions are met
- Approval of the request

Study the request:

- Study the request and review operational manuals and documents in coordination with internal and external stakeholders
- Approval of the request

The interview:

- Determine the need for an interview
- Verifying eligibility for managerial/key positions through holding a personal interview
- Approval of the request

Written test:

- Determine the need to conduct a written test for managerial/key positions
- Schedule the test - applicant
- Testing/evaluating the applicant according to the model and requirements
- Upload the test result



Inspection:

- Determine the inspection date - the applicant
- Carrying out the inspection
- Submit report and approval

Issuance:

- Prepare a license certificate
- Approval/approval of the licensing certificate
- Provide the applicant with a license certificate

4.4 Appendix 4 – Adding a new service to a valid license Requirements

- provide a signed contract with the concerned airport to offer these services.
- provide a valid Saudi commercial registration.
- provide proof of adequate insurance coverage to cover liability concerning employees, passengers, baggage, freights, parcels, postal items and other parties.

4.5 Appendix 5 – Economic license renewal

Process

The economic license of an air cargo service provider may be renewed for a period of five years provided the following conditions are met:

- a. it provides the financial statements for the last two fiscal years.
- b. all air cargo service providers with the exception of a regulated agent and self regulated agent – provide proof of adequate insurance to cover liability in respect of employees, passengers, luggage, freights, parcels, postal items and third parties, in line with requirements set by the Airport operator and/or by airport users, as the case may be; a regulated agent and self regulated agent service provider shall provide proof of adequate insurance to cover the liability resulting from the licensee's activities related to facilities, shipments, and mail.
- a. all air cargo service providers, with the exception of regulated agent and self regulated agent services, shall submit a valid contract with one or more airports in the Kingdom for the provision of air cargo services




Applicable forms



5. Applicable forms

5.1 Ground Service Provider Certificate (FORM Part 151)



GACA
الهيئة العامة للطيران المدني
General Authority of Civil Aviation

APPLICATION FOR GROUND SERVICE PROVIDER CERTIFICATE / OPERATIONAL SPECIFICATIONS

1. APPLICATION INFORMATION A. Official Name of Ground Service Provider <div style="border: 1px solid black; height: 20px; width: 100%;"></div> B. Accountable Executive (Name) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> C. Address of Main Office Street: <div style="border: 1px solid black; height: 20px; width: 100%;"></div> City: <div style="border: 1px solid black; height: 20px; width: 40%;"></div> State/Province: <div style="border: 1px solid black; height: 20px; width: 60%;"></div> Country: <div style="border: 1px solid black; height: 20px; width: 30%;"></div> Postal Code: <div style="border: 1px solid black; height: 20px; width: 70%;"></div> Phone #: <div style="border: 1px solid black; height: 20px; width: 40%;"></div> Mobile: <div style="border: 1px solid black; height: 20px; width: 60%;"></div> E-mail: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	2. REASON FOR APPLICATION <input type="checkbox"/> Initial <input type="checkbox"/> Renewal <input type="checkbox"/> Change of Ground Services Privileges <input type="checkbox"/> Change of Subservices Privileges <input type="checkbox"/> Change of Ownership <input type="checkbox"/> Other (Specify) <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
3. AERODROME LOCATION: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
4. GROUND SERVICE PRIVILEGES A <input type="checkbox"/> Ramp Handling B <input type="checkbox"/> Passenger Handling C <input type="checkbox"/> Baggage Handling D <input type="checkbox"/> Freight & Mail Handling E <input type="checkbox"/> Load Control & Dispatch F <input type="checkbox"/> Unit Load Device Control G <input type="checkbox"/> Aircraft Servicing H <input type="checkbox"/> Into-Plane Fuel Services I <input type="checkbox"/> Representation & Supervision J <input type="checkbox"/> Surface Transport K <input type="checkbox"/> Inflight Catering Services L <input type="checkbox"/> Any Other Service (Specify): <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	5. SUBSERVICES PRIVILEGES (refer to codes at the back of application) <input type="checkbox"/> A1 <input type="checkbox"/> A2 <input type="checkbox"/> A3 <input type="checkbox"/> A4 <input type="checkbox"/> A5 <input type="checkbox"/> A6 <input type="checkbox"/> A7 N/A <input type="checkbox"/> C1 <input type="checkbox"/> C2 <input type="checkbox"/> D1 <input type="checkbox"/> D2 <input type="checkbox"/> D3 <input type="checkbox"/> E1 <input type="checkbox"/> E2 <input type="checkbox"/> E3 <input type="checkbox"/> E4 <input type="checkbox"/> E5 <input type="checkbox"/> E6 <input type="checkbox"/> E7 <input type="checkbox"/> F1 <input type="checkbox"/> F2 <input type="checkbox"/> F3 <input type="checkbox"/> G1 <input type="checkbox"/> G2 <input type="checkbox"/> G3 <input type="checkbox"/> G4 N/A <input type="checkbox"/> I1 <input type="checkbox"/> I2 <input type="checkbox"/> J1 <input type="checkbox"/> J2 N/A
6. NAME OF POSTHOLDERS A. Quality Manager (Corporate level): <div style="border: 1px solid black; height: 20px; width: 100%;"></div> B. Station Manager (Ground station level): <div style="border: 1px solid black; height: 20px; width: 100%;"></div> C. Training Manager (Corporate level): <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	
7. SUBCONTRACTED SERVICES A. List of Subcontracted Services (at aerodrome applied) 1. <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 2. <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 3. <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	B Name of Subcontracted Organization providing the service 1. <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 2. <div style="border: 1px solid black; height: 20px; width: 100%;"></div> 3. <div style="border: 1px solid black; height: 20px; width: 100%;"></div>
8. EXCEPTIONS (from Ground Services applied for) <input type="checkbox"/> Applicable (describe below) <div style="border: 1px solid black; height: 20px; width: 100%;"></div> <input type="checkbox"/> Not Applicable	
9. APPLICATION FEE As per Implementing Regulation of Civil Aviation Tariff Act <input type="checkbox"/> I confirm payment of fee (attach relevant evidence)	
10. DECLARATION I hereby certify that I am the authorized representative of the ground service provider to make this application and that the statements and attachments hereto are true and correct to the best of my knowledge. A. Signature of Accountable Executive: <div style="border: 1px solid black; height: 20px; width: 100%;"></div> B. Company Stamp: <div style="border: 1px solid black; height: 20px; width: 100%;"></div> C. Date: <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	



APPLICATION FOR GROUND SERVICE PROVIDER CERTIFICATE / OPERATIONAL SPECIFICATIONS

SUBSERVICES CODIFICATION (for competing Item 5)

A	Ramp Handling:
A1	Marshaling the aircraft on the ground at arrival and departure, assistance to aircraft parking and securing including the provision of suitable devices.
A2	Loading and unloading of the aircraft and the provision and operation of suitable means.
A3	Boarding and deplaning of passengers and crew including the provision and operation of suitable means or the operation of boarding bridges, where provided.
A4	Transport of crew, passengers and baggage between the aircraft and the terminal, including the provision and operation of suitable means.
A5	Provision and operation of appropriate units for aircraft engine starting.
A6	Provision and operation of appropriate units for the supply of electrical power to aircraft.
A7	Moving of the aircraft at arrival and departure or between positions / stands, communication with the flight crew and the provision of suitable means.
B	Passenger Handling: Any kind of assistance to arriving, departing, transfer or transit passengers, including the operation of a departure control system, checking tickets and travel documents, registering baggage and carrying it to the designated area(s), escorting passengers for operational reasons.
C	Baggage Handling:
C1	Handling and sorting baggage in the designated area(s), loading it on to and unloading it from the relevant devices with the purpose of moving it from the aircraft to the designated area(s) and vice versa, as well as the transfer of baggage from the designated area(s) to the reclaim area, including the provision and operation of suitable means.
C2	The operation/handling of the baggage reconciliation system.
D	Freight & Mail Handling:
D1	For freight: physical handling of export, transfer and import cargo, handling of related documents, customs procedures and implementation of any security procedures required by regulations and agreed between the parties.
D2	For mail: physical handling of incoming and outgoing mail, handling of related documents and implementation of any security procedures required by regulations and agreed between the parties.
D3	The physical handling of freight and mail, whether incoming, outgoing or being transferred, between the on-aerodrome cargo warehouses and the aircraft, as well as the freight and mail handling at the on-aerodrome cargo warehouses, including the provision and operation of suitable means.
E	Load Control & Dispatch:
E1	Load planning.
E2	Aircraft weight & balance calculations.
E3	Issuing loading instruction reports, notification to captain and load sheet.
E4	Loading supervision or/and aircraft turnaround coordination.
E5	Preparation of the flight at the departure airport or at any other point.
E6	Messaging and telecommunications.
E7	Crew administration.
F	Unit Load Device Control:
F1	The serviceability and airworthiness of unit load devices.
F2	Unit load device handling and storage.
F3	The provision of adequate and sufficient infrastructure for proper storing, transporting, moving, transferring, build-up and break down of unit load devices.
G	Aircraft Servicing
G1	The external and internal cleaning of the aircraft including the provision and operation of appropriate units or equipment.
G2	The waste and potable water servicing, including the control of the quality of potable water and the provision and operation of appropriate units and equipment.
G3	The cooling and heating of the cabin including the provision and operation of appropriate units or equipment.
G4	The removal of snow and ice, the de-icing or anti-icing of the aircraft including the provision and operation of appropriate units or equipment.
H	Into-Plane Fuel Service: Fueling and defueling operations including the control of the quality and quantity of fuel deliveries and the provision and operation of suitable means and equipment.
I	Representation & Supervision:
I1	Representation and liaison services with local authorities or any other entity, disbursements on behalf of the aerodrome user and provision of office space for its representatives.
I2	Any other supervision service before, during or after the flight and any other administrative service requested by the customer airline.
J	Surface Transport:
J1	The transport of crew, passenger, baggage, cargo and mail between different terminals of the same aerodrome, but excluding the same transport between the aircraft and any other point within the perimeter of the same aerodrome.
J2	Any special transport requested by the aerodrome user.
K	Inflight Catering Services: The transport, loading on to and unloading from the aircraft of catering supplies (food, beverage or other relevant supplies) including the provision and operation of suitable means.



Investor Journey

Regulated Agent /Self-Regulated Agent





Introduction

1. Introduction

The purpose of this section is to provide an overview description of the Regulated/Self- Regulated Agent Investor Journey process in addition to its objectives. This will aid the reader in understanding a definition of the process being covered & what goals it aims to achieve through the following main sections:

- **Objectives and Goals:** The purpose of this section is to define the process objectives and the goals that the Regulated/Self-Regulated Agent process aims to achieve.
- **Key Definitions:** The purpose of this section is to define the terms that are being used as part of the process and procedure maps.
- **Investor Journey Summary:** The purpose of this section is to provide a summary view of the whole licensing process which will aid the reader to digest the relation between the sectors within the overall process and how they interact with each other.

1. Objectives and Goals

The purpose of the Regulated/Self-Regulated Agent Investor Journey is to provide a clear understanding of the licensing process. This document essentially acts as a comprehensive guide for agents to navigate the complex regulatory landscape, ensuring agents that seek to operate in Saudi Arabia to adhere to the utmost licensing requirements across the Economic, Safety and Security sectors.

The main goals are:

- **Transparency:** To provide a clear and transparent framework that outlines the requirements, steps, and timelines involved in obtaining a license to operate as a Regulated/Self-Regulated Agent. This ensures that all potential and existing agents understand the regulatory environment and what is expected of them.
- **Regulatory Compliance:** To ensure that all agents meet the safety, security, and operational standards required by General Authority of Civil Aviation.
- **Standardization:** To standardize the process for licensing across the board, ensuring fairness and consistency in how agents are evaluated and licensed. This helps in maintaining a level playing field among agents.
- **Facilitation of Economic Growth:** By streamlining the licensing process, the document aims to support the growth of the aviation sector, encouraging investment and the development of new services that contribute to the national economy.
- **Educational Tool:** To serve as an educational resource for stakeholders, including potential investors, current operators, and regulatory staff, enhancing their understanding of the licensing process and regulatory requirements.



1.2 Definitions & Acronyms

Definitions	Description
Regulated Agent	Entities that receive and inspect third-party freights, parcels and postal items using specific security equipment and controls to ensure safety. Following inspection, the regulated agent sends the inspected items directly to the airports via the air carrier.
Self-Regulated Agent	Entities that inspect its own freights, parcels and postal items belonging to the service provider using specific security equipment and controls to ensure safety. Upon inspection, the freight is dispatched directly to airports via the air carrier.
Economic Policies and Logistics Services Sector	Sector develops and implements policies and regulations that foster economic growth, ensure a competitive market environment, and align with broader national economic goals.
Aviation Security	Sector ensures compliance with security requirements of all aviation operations within Saudi Arabia.
Regulated Agent/ Self-Regulated Agent License	License required by the Economic Policies and Logistics Services sector for Regulated Agents receiving and inspecting freights, parcels, and postal items.
Security Program	Security Program ensures applicable requirements are adhered to by the agent.
Dangerous Goods Approval	Dangerous Goods Approval is required for handlers of dangerous goods and considers compliance with GACAR 109 requirements applied by the Aviation Safety and Environmental Sustainability sector.
Acronyms	Description
GACA	General Authority of Civil Aviation



Process Model and Description

2. Process Model and Description

The Regulated/Self-Regulated Agent Investor Journey has three process models:

- Regulated/Self-Regulated Agent License
 - Security Program
 - Dangerous Goods Approval
- **Regulated/Self-Regulated Agent License:** License designed to ensure that agents meet comprehensive regulatory and commercial requirements before commencing operations.
 - **Security Program:** The security program and requirements for the agents are developed in compliance with national and international regulations, such as those set by GACA and the International Civil Aviation Organization (ICAO).
 - **Dangerous Goods Approval:** Approval required for entities involved in the handling of dangerous goods in the Kingdom of Saudi Arabia and to any aircraft registered in KSA.

2.0 Summary Process Model

Regulated/Self-Regulated Agent is required to adhere to the following process and outlined requirements, with steps dependent on activities provided. Each of the three licensing requirements are explained in the detailed process models.

Related documents	GACAR Part 109	Requirements	<ul style="list-style-type: none">• Appendix 1• Appendix 2
Timeline	45 days	Cost	<ul style="list-style-type: none">• Issuance: 125,000• Renewal: 65,000



#	Task	Description	Stakeholder	Requirements
1	Application on the Washaj platform	Agent will submit a formal application, outlining the intent to provide services in Saudi Arabia	Regulated/ Self-Regulated Agent	-
2	Review the application & documentation to verify applicant's compliance	Documents reviewed based on the economic requirements specified by GACA.	Economic Policies and Logistics Services Sector	Appendix 1
3	Security compliance	Ensure compliance with security requirements and that company's security program is compliant.	Aviation Security	Appendix 2
4	Dangerous Goods Approval	Approval required by entities handling dangerous goods to comply with GACAR 109 requirements.	Aviation Safety and Environmental Sustainability	-
5	Issue the license	Both economic, security requirements and dangerous goods approval have been satisfied by the applicant and license has been issued and uploaded to the Washaj platform.	Economic Policies and Logistics Services Sector	-



FAQs

3. FAQs

Question 1: What is the first step for the Regulated/Self-Regulated Agent certification and who do I contact?

Answer: Washaj online platform(www.washaj.sa) (For applying for Regulated/Self-Regulated Agent license). You can also contact:

Economic licensing Department (For any questions regarding an economic license):

Email: ECO-LICENSING@gaca.gov.sa

Investor Services Department (For investors' enquiries):

- Email: inv-services@gaca.gov.sa

General Administration for Beneficiary Care Department:

- Email: 1929@gaca.gov.sa
- Free contact number: 1929
- Outside KSA: 00966115253333
- Central : 0115253333
- X: @gacacare

Question 2: What is the total licensing cost and how do I process the payment?

Answer: Current Regulated/Self-Regulated Agent cost for the above-mentioned licenses amounts to 125,000 Saudi Riyal, while renewal amounts to 65,000 Saudi Riyal.

Question 3: How long it will take until I am able to operate as a Regulated Agent?

Answer: The timeline depends on several factors, including the applicant's readiness, requirement understanding, planned activities provided, the speed at which documents are provided to GACA by the applicant, however the process should not take longer than 45 days.

Question 4: Can I collect the original Licenses?

Answer: Licenses are electronic and can be printed directly by the applicant and can be presented as an official use if needed.

3. FAQs

Question 5: How long is my License valid for?

Answer: Validity depends on the license, approval or certificate:

- **Regulated/Self-Regulated Agent License:** 5 years
- **Security Program:** 1 year
- **Dangerous Goods Approval:** 2 year



Appendix

4. Appendix

4.1 Appendix 1 – Regulated Agent Economic requirements

- Provide a Commercial Registration Certificate (CR).
- Provide Articles of Association document.
- Provide proof of insurance.
- Provide evidence of payment for the economic license fees.

4.2 Appendix 2 – Aviation Security requirements

- A picture of the office from the outside.
- Inspectors and loaders Security Recommendation or clearance.
- Site lease or ownership contract.
- A picture of the office from the inside.
- A copy of the active air freight agency commercial registry, where the office address shall be the same as actual office location.
- Inspection device insurance contract.
- Free criminal records certificate for the security guard.
- Free criminal records certificate for the device's inspectors.
- Free criminal records certificate for the security supervisor.
- Free criminal records certificate for the office manager.
- Pictures of security equipment installation.
- Establishment contract.
- Pictures of inside surveillance cameras installation.
- Surveillance cameras insurance contract.
- Explosives detection device insurance contract
- Provide a copy of an insurance policy that covers losses resulting from conducting the licensed activity on the facility, shipments, packages, and postal material.
- Required courses, certificates, and licenses for shipments inspectors.
- Agency's security manual.
- Civil Defense license.

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